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Request for Quotations (RFQ)

Terms of Reference (ToR)

**Appointment of a Service Provider to Design and Deliver WHO LIVES GBV
Training for Staff Implementing the Sex Worker Program in the City of
Johannesburg and City of Cape Town and Virtual Support to Implementers**

Global Fund Grant Cycle 7: 1 October 2025 – 31 March 2028

Closing date: 10th of June 2026, 16h00: SAST

BID REFERENCE: CCI_RFQ_2205_01

Note:

- Only email applications will be considered. All applicants must follow the instructions laid out below and submit applications to RFA@ccisa.org.za before the closing date and time indicated above.
- All applications and or enquiries must contain the **BID REFERENCE** in the subject line.
- Any changes to this RFA and any related documents or information will be published on the CCI website. Please check the CCI website regularly.

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1. INTRODUCTION AND BACKGROUND

The Global Fund to Fight AIDS, Tuberculosis and Malaria (GF), supports South Africa's national response to HIV and TB through a multi-stakeholder coordination mechanism led by the Country Coordinating Mechanism (CCM). The CCM is responsible for strategic oversight of programme implementation in alignment with the National Strategic Plan (NSP) for HIV, TB and STIs 2023–2028. The Centre for Community Impact (CCI) has been appointed as a Principal Recipient (PR) for the Global Fund Grant Cycle 7 (GC7), covering the period 01 October 2025 to 31 March 2028. Under this grant, CCI implements the Sex Worker Programme (SWP) through a network of five (5) Sub-Recipients (SRs) across 18 priority districts in eight (8) provinces. The Programme is a comprehensive, peer-led intervention designed to improve the health, safety, and wellbeing of sex workers through integrated biomedical, behavioural, and structural services. The Programme is implemented through community-based modalities including outreach, safe spaces, mobile services, and strengthened linkages with public health and social support systems, in alignment with the National Strategic Plan (NSP) and the National Sex Worker HIV, TB and STI Plan.

Sex workers in South Africa face disproportionately high levels of gender-based violence (GBV), human rights violations, stigma, discrimination, and other structural barriers that limit access to essential health and social services. Violence is often perpetrated by intimate partners, clients, law enforcement, and other actors, and is compounded by trauma, marginalisation, and limited access to appropriate support systems. These factors significantly undermine health outcomes, including HIV prevention, treatment adherence, and overall wellbeing. In recognition of this context, the SWP integrates GBV prevention and response as a core component of service delivery. This includes routine GBV awareness, screening, first-line support, and referral to appropriate services. Peer educators and frontline staff play a critical role in identifying survivors of violence, providing empathetic and confidential support, and facilitating access to essential services such as healthcare facilities, Thuthuzela Care Centers, psychosocial support, shelters, legal services, socio-economic_relief_support and social protection mechanisms.

1.1. SERVICE DELIVERY CONTEXT

The SWP operates through a differentiated, community-led service delivery model that utilizes peer-led outreach, risk-based microplanning, and structured referral systems to address the diverse and evolving needs of sex workers. Services are delivered across multiple platforms, including fixed safe spaces, hotspots, and mobile units, with a strong emphasis on accessibility, confidentiality, and trust-building.

Within this model, GBV response is embedded into routine service delivery through individual engagements, group sessions, risk assessments, and coordinated referral pathways. Survivors of violence are supported through a layered package of services, including immediate post-violence care, psychosocial support, safety planning, legal and paralegal assistance, shelter referral, and documentation of human rights violations. In addition, the Programme promotes violence prevention through community sensitization, strengthening of local referral networks, and collaboration with government and civil society stakeholders.

Effective implementation of this approach requires Programme staff to possess the competencies to safely identify and respond to GBV, apply survivor-centered and trauma-informed principles, assess risk, maintain confidentiality, and activate referral pathways efficiently. The WHO LIVES framework provides a globally recognized, evidence-based approach to strengthening these capacities within the SWP.

2. PURPOSE

CCI as Principal Recipient of the Global Fund Grant Cycle 7 (GC7) Sex Worker Programme, seeks to strengthen the capacity of Programme staff to effectively respond to gender-based violence affecting sex workers. Given the high burden of physical, sexual, emotional, and structural violence experienced by sex workers and its direct impact on

health outcomes and access to HIV prevention and treatment services there is a critical need to equip Programme staff with the necessary knowledge and practical skills to respond appropriately.

The purpose of this assignment is to build the capacity of SWP staff to identify, respond to, and refer cases of GBV through a structured training programme based on the WHO LIVES framework. The training will be grounded in survivor-centered, trauma-informed, and rights-based approaches to ensure safe, ethical, and effective delivery service.

3. SCOPE OF WORK

3.1. OVERVIEW OF THE SCOPE OF WORK

The Service Provider will be responsible for the design, development, and delivery of a comprehensive Gender-Based Violence (GBV) training programme aligned to the Sex Worker Programme (SWP) service delivery model. This will include an inception phase, curriculum development, training delivery (both in-person and virtual), and post-training support, as well as a knowledge gap assessment to inform targeted learning interventions.

3.2. INCEPTION PHASE

During the inception phase, the Service Provider will review relevant SWP Standard Operating Procedures (SOPs), tools and guidelines related to GBV and Human Rights and Gender (HRG), design and implement a knowledge gap assessment using an online tool to assess staff competencies across 16 districts, focusing on areas including GBV identification, application of the WHO LIVES approach, survivor centered care and referral pathways. It is expected of the SP to also develop a comprehensive training plan including the methodology and training programme and also submit an inception report as required (training approach, training structure and project plan).

3.3. TRAINING CURRICULUM DEVELOPMENT

3.3.1. FIVE-DAY TRAINING CURRICULUM (CITY OF JOHANNESBURG & CITY OF CAPE TOWN)

The Service Provider will train participants in City of Johannesburg and City of Cape Town using the WHO guidelines adapted to suit the context and the existing SWP materials, operational training tools aligned to hotspot outreach, safe spaces and referral systems. It is imperative to ensure that all materials reflect contextual realities including stigma and discrimination, criminalization, mobility of sex workers and barriers to accessing services. The SP should design a competency-based five (5) day training programme targeting up to 40 staff per District integrating case studies, role plays, simulations and scenario-based learning. At the end of the training, it is expected that the participants will be strengthened to deliver trauma-informed and survivor centered care, apply the WHO LIVES approach and navigate referral systems within SWP and broader services.

3.3.2. CORE TRAINING MODULES:

The training modules should encompass amongst others, the following topics, Understanding GBV in the Context of Sex Work; Understanding the Survivor Experience; WHO LIVES First-Line Support Model (with practical application); Survivor-Centered and Trauma-Informed Care; Identification of Violence and Risk Assessment; Clinical Care for Survivors of Sexual Assault; Referral Systems and Multi-Sectoral Coordination; Documentation, Confidentiality, and Safeguarding; Strengthening Service Readiness; and, Prevention of Violence.

3.3.3. KNOWLEDGE GAP ANALYSIS AND WEBINAR DEVELOPMENT (16 DISTRICTS)

The Service Provider will have to conduct a knowledge gap analysis as a precursor to webinar development. The following processes are ideally recommended by CCI:

a) Knowledge Gap Assessment

- Develop and administer an online assessment tool to evaluate:
- GBV knowledge and dynamics in sex work settings
- Understanding of WHO LIVES
- Confidence in providing support and referrals
- Awareness of SWP systems and safeguarding

b) Analysis and Reporting

- Analyze results and produce a Knowledge Gap Analysis Report highlighting:
- Key competency gaps
- Priority learning needs
- Variations across roles and districts

c) Webinar Development

- Develop a targeted 2-hour webinar training package based on findings, ensuring:
- Focus on practical applications
- Reinforcement of WHO LIVES and trauma-informed care
- Alignment with SWP delivery platforms
- Use of interactive, high-impact virtual learning approaches

3.4. TRAINING DELIVERY

The Service Provider will apply a hybrid approach to training including both in-person and virtual training as guided below:

In-Person Training

- Deliver two (2) five-day GBV trainings in City of Johannesburg and City of Cape Town.
- Apply participatory and experiential methodologies, including role plays, simulations and case studies.

Virtual Training

- Deliver at least one 2-hour webinar for staff across the 16 districts, including key concept presentations, practical case scenarios and interactive discussions and Q&A

All training must be contextualized to SWP service delivery platforms (outreach, safe spaces, referral systems).

3.5. POST-TRAINING SUPPORT

It is expected that after the training, the Service Provider will ensure the following:

- Provide practical recommendations to strengthen GBV response within the SWP.
- Facilitate up to two (2) virtual follow-up sessions (2 hours each) within one-month post-training, if required.
- Support the integration of training outcomes into programme implementation.

3.6. ROLES AND RESPONSIBILITIES

CCI (PR):

- The PR will coordinate participant mobilization and arrange training venues and all training logistics.

Service Provider:

- The Service Provider will facilitate the trainings, develop training materials and deliver all training components.

3.7. DELIVERABLES

DELIVERABLE	DESCRIPTION	KEY OUTPUTS	TIMELINE
Inception Report	Submission of a detailed inception report outlining the overall approach to the assignment	Training methodology - Training agenda - Implementation timeline	Within 5 days of contract signing
Training Materials	Development and submission of comprehensive GBV training materials aligned to SWP	GBV training curriculum - Participant manuals - Online pre and post assessment for knowledge gap analysis of all implementers. - Facilitator guide - PowerPoint presentations - training toolkit	Draft within 10 working days
Training Implementation	Delivery of in-person GBV training sessions in identified districts	Two (2) five-day training courses (Johannesburg & Cape Town) - Attendance registers - Training evaluation forms - Summary analysis of evaluations	As per agreed training schedule
Final Training Report	Submission of a consolidated report summarizing training delivery and outcomes	Training process and key outcomes - Participant feedback - Capacity gaps identified - Recommendations to strengthen GBV response	Within 7 days of post-training
Knowledge Gap Analysis & Webinar Outputs	Design, implementation, analysis, and delivery of targeted virtual training based on identified gaps	a) Assessment: - Online assessment tool - Evidence of participation - clean dataset b) Analysis Report: - Key findings - Competency gaps - Training priorities c) Webinar Package: - 2-hour presentation - Facilitator guide - Case studies/exercises - Pre/post assessments (if applicable) d) Webinar Delivery: - At least one live session - Attendance register - Recording (where feasible) - Participant feedback summary	Assessment & analysis: As per inception plan Webinar: After analysis completion

4. QUALIFICATIONS AND EXPERIENCE

The Service Provider should have the following minimum qualifications and experience in their team of facilitators

Minimum Requirements / Eligibility of Service Providers:

- Relevant tertiary qualifications in public health, social work, psychology, nursing, human rights, gender studies, or related field).
- Minimum of five (5) years demonstrated experience in GBV programming, including survivor-centered care, safeguarding, and trauma-informed approaches.
- Demonstrated experience working with key populations particularly sex workers within HIV, SRHR, GBV, or human rights programmes.
- Demonstrated experience in facilitating participatory workshops working with key populations
- Experience in community-based and outreach service delivery settings, and
- Demonstrated ability to design and deliver interactive webinar training and translate technical content into practical learning.
- Have strong inter-personal communication skills, excellent participatory training, presentation, facilitation, writing and communication skills

5. EVALUATION PROCESS AND CRITERIA

The evaluation of submissions will be managed by CCI and the appointment of the successful service provider by CCI. The evaluation process will be conducted according to the following stages:

TABLE 1: EVALUATION STAGES

STAGES	EVALUATION PROCESS
FIRST STAGE	Applicants will be screened for completeness and compliance with the ADMINISTRATIVE REQUIREMENTS . Applicants that fail to submit the administrative requirements will not be evaluated further.
SECOND STAGE	Only applications meeting Stage 1 requirements will be evaluated technically. The TECHNICAL EVALUATION will assess the service provider's capacity to deliver high-quality, GBV WHO LIVES training within the Sex Worker Programme context. Minimum technical threshold: 49 out of 70 points. Only bidders scoring 49 or more points will proceed to financial evaluation
THIRD STAGE	This stage assesses the FINANCIAL PROPOSAL submitted as per the provided pricing structure.

5.1. THE FIRST STAGE: ADMINISTRATIVE REQUIREMENTS

Applicants MUST submit all the mandatory documents below and all LABELLED as indicated in Table 2 below. Annexure detail and structure outlined and detailed in Table 1 above.

All applications will be screened for completeness and compliance, and only compliant submissions will proceed to the technical evaluation stage.

TABLE 2: ADMINISTRATIVE COMPLIANCE

ANNEXTURE	DESCRIPTION
Annexure 1	Signed Declaration of Conflict of Interest - A declaration confirming the absence of any Conflict of Interest (COI); or alternatively a declaration stating any existing relationship with CCI employees or Directors. (Refer to COI Form to be completed).
Annexure 2 *	Signed Global Fund Code of Conduct for Suppliers of Services
Annexure 3 *	Proof of CIPC Legal Entity Annexure (If applying as a company otherwise N/A if applying as an individual)
Annexure 4 *	Valid SARS Tax clearance Certificate
Annexure 5 *	VAT Registration Certificate
Annexure 6	Valid B-BBEE certificate/Sworn Affidavit
Annexure 7	List of the Project Management Team with abridged CVs and their roles and responsibilities in the Project
Annexure 8 *	Technical Proposal and Implementation Plan Outlining approach, methodology, implementation plan as guided by the scope of work (2-pages)
Annexure 9 *	Detailed cost proposal in Excel. (1 Page). REFER TO THE PRICING SCHEDULE TEMPLATE INDICATED BELOW.
Annexure 10 *	Provide a list of current and completed assignments undertaken over the past 10 years.

Documents marked with asterisk* are **MANDATORY as applicable.**

5.2. PRICING SCHEDULE TEMPLATE

COST CATEGORY	DESCRIPTION	UNIT	UNIT COST (ZAR)	QUANTITY	TOTAL (ZAR)
Inception Phase	Inception meeting and consultations, Review of SWP documents and tools, Development and submission of inception report	Days			
Curriculum Development	Development/adaptation of WHO LIVES curriculum, participant manuals, facilitator guide, PowerPoint presentation and toolkit	Days			
Training Delivery - Professional Fees	Facilitators– Johannesburg (5 days) & Cape Town (5 days)	Days			
Reporting & Evaluation	Training evaluation analysis, Final training report	Days			
Post-Training Support	Follow-up technical support sessions	Sessions			
Subtotal (Excl. VAT)					
VAT (if applicable)					
TOTAL BID PRICE (Incl. VAT)					

NB: All bidders are required to submit a detailed budget in excel guided by the pricing schedule above as this will be used for evaluation purposes.

5.3. THE SECOND STAGE: TECHNICAL EVALUATION SCORING MATRIX

TABLE 3: TECHNICAL COMPETENCY EVALUATION

CRITERIA	DESCRIPTION	SCORE WEIGHTING
Team qualifications and experience	EXPERIENCE IN GBV TRAINING, SEX WORKER PROGRAMME, PUBLIC HEALTH, AND HUMAN RIGHTS-BASED PROGRAMME 0, Limited or no relevant GBV training experience. No demonstrated experience working with sex workers or key populations. Team qualifications unclear or insufficient. 5, Minimum experience (approximately 5 years). Some GBV training experience but limited evidence of work with sex workers. Team meets basic qualification requirements. 10, Strong experience in GBV and public health training. Demonstrated work with key populations including sex workers. Team qualifications clearly relevant. Evidence of trauma-informed practice. 20, Extensive, specialised experience in GBV Programme within sex worker or key population settings. Highly qualified multidisciplinary team. Proven national or large-scale training experience. Clear evidence of impact and strong references.	20

Understanding of ToR & SWP Context	DEMONSTRATED UNDERSTANDING OF GBV IN SEX WORK SETTINGS, INTERSECTIONALITY (GBV, HIV, STIGMA), AND SURVIVOR-CENTRED PROGRAMME 0, Limited understanding of GBV in sex work context. Generic proposal. No clear reference to intersectionality or survivor-centred approaches. 5, Basic understanding of GBV and HIV linkages. Mentions sex workers but lacks depth. Limited contextual tailoring. 10, Good contextual understanding. Demonstrates knowledge of WHO LIVES framework and national legal context. Proposal tailored to SWP realities. 15, Excellent, nuanced understanding of GBV dynamics affecting sex workers (clients, police, partners, third parties). Demonstrates strong safeguarding alignment and contextual sensitivity across both districts.	15
Proposed Methodology & Approach	CLARITY, STRUCTURE, ADULT LEARNING METHODOLOGY, PARTICIPATORY TECHNIQUES, INTEGRATION OF LIVES, REFERRAL PATHWAYS, AND TRAUMA-INFORMED APPROACH 0, Methodology unclear or generic. No structured 5-day plan. No evidence of adult learning principles. 5, Basic training structure provided. Some participatory elements included. Limited practical components. 15 Well-structured methodology, Clear daily breakdown. Includes case studies and practical exercises. Demonstrates trauma-informed facilitation. 20, Highly structured, interactive, skills-based methodology. Strong integration of WHO LIVES, safety planning, referral mapping. Clear alignment with SWP tools. Includes simulations and applied learning. Demonstrates deep contextual sensitivity.	20
Training Design & Materials	QUALITY OF PROPOSED CURRICULUM OUTLINE, CASE STUDIES, TOOLS, EVALUATION METHODS, AND POST-TRAINING TOOLKIT 0, Minimal detail on materials. No structured curriculum submitted. 5, Basic curriculum outline provided. Materials described but limited detail. 10, Detailed curriculum structure. Clear description of participant manual and facilitator guide. Evaluation tools included. Comprehensive, high-quality materials clearly tailored to sex worker Programme context. Includes practical tools, exercises, and implementation toolkit.	10
Monitoring, Reporting & Post-Training Support	CLEAR PLAN FOR TRAINING EVALUATION, REPORTING, CAPACITY GAP IDENTIFICATION, AND FOLLOW-UP TECHNICAL SUPPORT 0, No clear reporting or monitoring plan. 3, Basic reporting approach described. Limited detail on post-training support. 4, Clear evaluation framework and structured reporting plan. Capacity gaps will be identified. 5, Strong evaluation design including pre/post assessments, structured feedback analysis, practical recommendations, and clear follow-up technical assistance plan.	5
TOTAL		70
TOTAL TECHNICAL EVALUATION TO ACCOUNT FOR 70% OF OVERALL SCORE		

5.4. THE THIRD STAGE: PRICE EVALUATION

Bidders who have successfully met all the Administrative and Technical Evaluation on Stage 1 and Stage 2 will be further evaluated in stage 3 (Price). Price scoring will be calculated using the formula indicated below.

TABLE 4: PRICE EVALUATION

PRICE	SCORE (MAX 30%)
Financial proposals will be evaluated only for bidders who meet the administrative and technical requirements. Price scoring will be calculated using the 70/30 preference point system. A maximum of 30 points is allocated for price on the following basis: PRICE EVALUATION ASSESSMENT - The calculation formula for price points will be conducted as follows: $PS = (P_{min}/P_t) \times P$ Where: - PS = Price Score - Pt = Price of the tender/offer under evaluation - Pmin = Lowest acceptable tender/offer. - Points scored will be rounded off to the nearest 2 decimal places - P = Maximum points Example - P = Maximum points to be obtained is 30. - Pt = Price of the tender/offer under evaluation, for example ABC Inc. quoted R520 000.00. - Pmin = Price of lowest acceptable tender/offer, for example Jane Wesson Inc. quoted R430 000. $PS = (430\,000/520\,000) \times 30$ $PS = 24.81 \text{ scored out of 30 for ABC Inc.}$	30%
TOTAL PRICING SCORE OUT OF 30%	30%

5.5. OVERALL EVALUATION WEIGHTING

For applicants who satisfy the pre-qualification criteria and the administrative requirements, the weighting of the overall score is as follows:

SCORING MATRIX	
Technical Evaluation Score	70%
Price	30%
TOTAL	100%

6. APPLICATION INSTRUCTIONS

All applicants are required to:

- Only email-submitted applications will be considered. Applications must be submitted electronically to RFA@ccisa.org.za
- Mark their applications with Application – **GBV WHO** – Name of Organisation – BID Reference Number- City (eg City of Johannesburg) in the email subject line. If applying for both cities, clearly indicate “Johannesburg and Cape Town” in the subject line and provide a separate budget per city where applicable.

- Should the application submission be too big for one email, applicants must submit batches as detailed below until all batches are submitted:
 - “Batch 1 - Application – **GBV WHO** – Name of Organisation – BID Reference Number”
 - “Batch 2 - Application – **GBV WHO** – Name of Organisation – BID Reference Number”
- CCI reserves the right to appoint one service provider for both cities or separate service providers per city, depending on evaluation outcomes and value for money.

7. AWARDING OF CONTRACT

CCI reserves the right to:

- Verify all information submitted
- Contact references
- Cancel or amend the RFA
- Negotiate with the preferred bidder
- Reject bids affected by conflict of interest, misrepresentation, or non-compliance
- These Terms of Reference do not commit CCI to award, nor does it commit CCI to pay any cost incurred in the submission of the proposal, or in making necessary studies or designs for the preparation thereof, nor procure or contract for services or supplies. Further, no reimbursable cost may be incurred in anticipation of a contract award.

KEY DATES

The deadline for the submission of a fully completed application, including all relevant attachments, is the 10th of June 2026 (16h00: SAST). The key dates for the application process are shown in the table below.

STAGE	DATE / PERIOD
1. Publication of the Request for Applications	27 May 2026
2. Deadline for submitting applications. No late applications will be accepted. RFA@ccisa.org.za	10 June 2026 (16h00: SAST)
3. Evaluation period (indicative) during which additional details may be requested.	10 – 12 June 2026
4. Appointment of Service provider (Indicative)	19 June 2026