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**Request for Applications (RFA)
Terms of Reference (ToR)**

**Appointment of a Service Provider to Train Social Service Practitioners on
Human Rights and Gender Sensitive Service Delivery; Support Improved
Service User Complaints' Mechanisms and Ethical Principles in the
Management of GBV Shelters**

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

Closing date: 3rd July 2026, 16h00: SAST

BID REFERENCE: CCI_GF_1206_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.
- Any relevant queries and or questions to be submitted to TORenquiries@ccisa.org.za not later than the 26th of June 2026 (14h00), and answers to frequently asked questions will be posted on the CCI website www.ccisa.org.za
- All applications and or enquiries must contain the **BID REFERENCE** in the subject line.
- **COMPULSORY BRIEFING SESSION** on the 24th of June 2026 at 12h00 to 13h00.
- 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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INTRODUCTION AND BACKGROUND

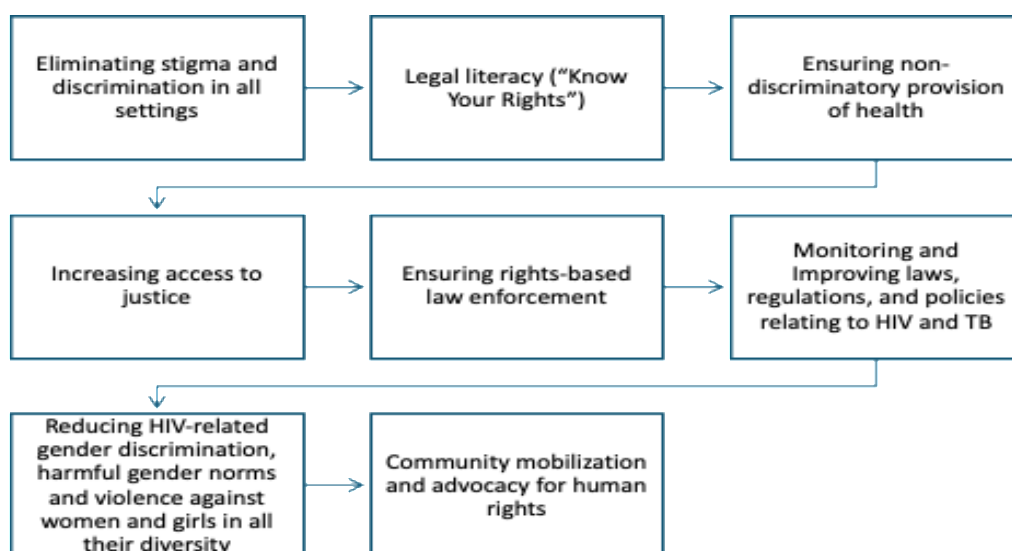
The South African Global Fund Country Coordinating Mechanism (GF CCM) is responsible for overseeing the implementation of Human Immunodeficiency Virus (HIV) and Tuberculosis (TB) programmes funded by the Global Fund to fight Acquired Immune Deficiency Syndrome (AIDS), TB, and Malaria in the country. The GF CCM determines the content of the programming guided by the submitted South Africa's (SA) Request For Funding (RFF), the National HIV, TB and STI Strategic Plan (2023 – 2028), the modular framework, the budget envelope, and the output and outcome indicators and targets. The GF CCM has selected the Centre for Community Impact (CCI) as one of the Principal Recipients (PRs) that are now leading implementation of programmes funded by the grant in SA, effective from the 1st of October 2025, until 31st of March 2028, a 30-month programme implementation period. The GF CCM decided that a PR should serve as a grants manager, while sub-recipients (SRs) are the main implementers of the programmes.

CCI is the lead PR implementing the Prevention Package for Sex Workers, their Children, their Clients and Other Sexual Partners program in 8 provinces in South Africa. The organisation is also leading the implementation of the Reducing Human Rights-related Barriers to HIV/TB services in the Country as well as coordinating Community Systems Strengthening interventions in North West, Free State and Mpumalanga Provinces. CCI is the sole PR that facilitates implementation of Community Led Monitoring across all the 31 GF supported Districts accordingly and CCI is leading on Reducing Human Rights-related Barriers to HIV/TB Services.

HUMAN RIGHTS AND GENDER (HRG) PROGRAMME OVERVIEW

The Human Rights and Gender (HRG) HRG program aims to reduce human rights violations including stigma, discrimination, prejudice, gender-based violence, gender inequality and general violence against key and vulnerable populations that prevents them from accessing HIV prevention and response health and psychosocial support services. These aims align and integrate with all four goals, especially Goal 1 of the National Strategic Plan on HIV, TB, and STIs (2023–2028); to adopt rights-based measures to remove social and structural barriers, including human rights barriers, affecting all populations in order to accelerate prevention and provide treatment, care and adherence support for all, to end AIDS, TB and STIs. The NSP for HIV, TB, and STIs 2023-2028 recognises that, despite South Africa being globally recognised for its positioning and response to human rights, there are still important gaps to close with regard to the full implementation of the human rights agenda, particularly for key and vulnerable populations. Ultimately, all interventions support the goals of the NSP to adopt human rights-based measures to remove social and structural barriers, including human rights barriers, to all populations - leaving no-one behind – in order to accelerate prevention and provide treatment, care and adherence support for all, to end AIDS, TB and STIs.

The Human Rights Programme consists of eight focus areas designed to eliminate human rights barriers that limit access to HIV and TB services for key and vulnerable populations as set out below:



CCI is implementing the HRG Program in 31 Global Fund Districts listed below:

TABLE 1: LIST OF HUMAN RIGHTS AND GENDER (HRG) PROGRAMME PRIORITY GLOBAL FUND GC7 DISTRICTS

PROVINCE	DISTRICTS	PROVINCE	DISTRICTS
Eastern Cape Province	• OR Tambo • Buffalo City • Alfred Nzo • Amathole • Nelson Mandela Bay Metro	Gauteng	• City of Johannesburg • Ekurhuleni • Sedibeng • Westrand
Limpopo	• Capricorn • Mopani • Vhembe • Waterberg • Sekhukhune	KwaZulu Natal	• eThekweni • Umgungundlovu • Umkhanyakude • Uthungulu (King Cetshwayo) • Ugu • uThukela • Ilembe • Zululand
Free State	• Mangaung • Lejweleputswa • Thabo Mofutsayane	Western Cape	• City of Cape Town • Eden • Garden Route
Mpumalanga	• Gert Sibande	North West	• Bojanala
Northern Cape	• Frances Baard		

PROGRAMME OUTCOMES

The expected outcomes of the programme include:

- Reduced stigma, discrimination, and violence against key and vulnerable populations.
- Stronger collaboration among civil society, government, and health sectors to advance human rights and legal reform.
- Increased awareness and understanding of human rights, HIV, TB, and gender issues.
- Improved legal and policy protections for affected populations.
- Decreased gender inequality and gender-based violence.
- More inclusive and non-discriminatory health and law enforcement services.

It is against this background that CCI seeks to appoint a qualified service provider to update training materials, conduct Training of Trainers workshops on sensitive service delivery and ethical principles and application in the management of Gender Based Violence (GBV) Shelters; and support the Department of Social Development (DSD) to improve service user's complaint mechanisms.

SCOPE OF WORK

CCI seeks to appoint a qualified service provider to implement a comprehensive capacity-building task aimed at strengthening human rights-based, gender-sensitive service delivery within the social services sector. The expected support will focus on strengthening, coordinating, and integrating sensitisation and training of SSPs and DSD Shelter Managers.

The intervention seeks to improve awareness, attitudes, and practice among frontline service providers to ensure rights-based psychosocial support, ethical service delivery, and improved access to redress mechanisms for key and vulnerable populations (KVPs). This work is in response to persistent human rights- and gender-related barriers experienced by KVPs in accessing HIV, TB, STI, psychosocial, and GBV-related services, including stigma,

discrimination, weak HRG accountability mechanisms, and inconsistent HRG sensitive ethical standards in GBV shelter management.

This task supports one of the key activities in **Programme Area 3 of the Human Rights and Gender Program**, which focuses on strengthening coordinated and integrated sensitisation and training of SSPs. The initiative aims to improve SSPs' knowledge, attitudes, and practices related to human rights-based psychosocial support, with a specific focus on people living with HIV and TB, and key and vulnerable populations including people who inject drugs, sex workers, adolescents and young people (especially girls), and LGBTQIA+ persons. Human rights violations, particularly stigma, discrimination, denial of services, and unsafe or unethical shelter practices; undermine service uptake and health outcomes for people living with HIV, TB, and members of key and vulnerable populations. This activity positions SSPs and Shelter Managers as critical enablers of systemic change by equipping them with the knowledge, skills and ethical grounding required to:

- Identify and respond to human rights violations;
- Reduce stigma and discriminatory practices within service delivery;
- Promote access to justice, psychosocial support, and essential services; and
- Foster a culture of accountability, dignity, and respect across the social services sector.

PURPOSE AND OBJECTIVES OF THE PROJECT

The contracted Service provider will review and update the National Human Rights Training Curriculum for SSPs and deliver structured trainings to enhance understanding of human rights principles, relevant legal frameworks, stigma and discrimination reduction, and ethical service delivery. By strengthening SSPs' capacity to identify and respond to human rights violations, advocate for clients, and promote access to services, the programme seeks to remove systemic barriers to HIV, TB, and STI responses.

The training is informed by lessons from previous HRG program implementation in South Africa, which also highlight the importance of integrating mental health and psychosocial support into human rights and gender programming. Through baseline assessments, pilot trainings, curriculum development, and national roll-out, the initiative promotes holistic, rights-based service delivery that addresses the physical, emotional, and social impacts of human rights violations.

Overall, the capacity-building programme aims to foster a culture of respect, accountability, and non-discrimination within the social services sector, contributing to improved service quality, increased service uptake, and strengthened protection of human rights for key and vulnerable populations.

The task combines **three interlinked technical assistance streams under a single, streamlined project**, ensuring coherence, efficiency, and alignment with DSD systems and Global Fund-supported districts:

1. HUMAN RIGHTS CAPACITY BUILDING FOR SOCIAL SERVICE PRACTITIONERS (SSPs)

- Collaborate with DSD and facilitate two (2) Training of Trainers (ToT) Workshops for the national office managers and 18 ToT at the nine (9) Provinces (2 per province for 40 SSPs per workshop) within the 31 Global Fund Districts.
- Integrate ethical principles, survivor-centred approaches, accountability and human rights standards in GBV shelter management and the application of ethical frameworks to operational decision-making, service quality, and safeguarding within shelters. The provincial workshops should develop Provincial Service Plans for each trained SSP group, as informed by the needs assessment; that will be monitored for improved quality service delivery.

Key tasks:

- i. Update and standardise modularised National Human Rights Training Curriculum for SSPs.
- ii. Conduct 2 ToT workshops for 80 national office staff who will provide mentorship and coaching to 720 SSPs in 9 provinces.
- iii. Conduct 18 provincial Training of Trainers workshops (2 workshops for 80 SSPs at 40 participants per workshop) with selected Master Trainers using a clear selection criterion, based on the needs and knowledge gaps assessment.

- iv. Integrate mental health, TB, HIV, and occupational health and safety considerations into rights-based social service delivery.
- v. Develop Service Improvement Plans informed by, pre- and post-tests, and training evaluation.
- vi. Support the cascading of trainings at district and community levels through virtual quarterly check-in and at bi-annual SSP Service Review meetings in alignment with Task 3.

2. STRENGTHEN SERVICE USER COMPLAINTS AND ACCOUNTABILITY MECHANISMS

- Support to DSD to review, validate and institutionalise accessible, rights-based service user complaints mechanisms.
- Alignment of complaints mechanisms with ongoing programming, quarterly mentorship reviews, and district-level accountability processes.
- Design, finalisation, and dissemination of approved mechanisms for integration into routine service delivery.

3. SUPPORT BI-ANNUAL PROVINCIAL LEVEL SSP SERVICE LINKAGE REVIEW MEETINGS

- With trained SSPs, KP representatives and Global Fund Sub Recipients in each province to strengthen integration and service provision - lessons sharing and review meetings.

METHODOLOGICAL APPROACH

The project should follow an iterative, evidence-driven approach:

1. Baseline Assessment

A mixed methods baseline assessment (e.g. desk review, surveys, Focus Group Discussions) conducted with selected DSD SSP officials should identify gaps in knowledge, skills, and attitudes among SSPs and relevant stakeholders, including KVPs, social workers and managers. Findings will directly inform curriculum updates and training design.

2. Pilot Training

Preliminary training materials should be piloted to allow for refinement based on practical feedback and learning.

3. Final adapted Human Rights Toolkit Curriculum for SSPs

A consolidated, standardised National Human Rights Training Curriculum for SSPs incorporating assessment findings, pilot lessons, and best practices.

4. National Roll-Out of all trainings of SSPs and their Supervisors

The programme should be rolled out across all nine provinces using in-person trainings, and hybrid (online and in-person) mentorship support.

5. Mentorship and bi-annual review meetings for adaptive learning - Coordinate bi-annual provincial level SSP service linkage review meetings with trained SSPs, KP representatives and SRs at District level to strengthen integration and service provision.

The service provider is expected to describe how the methodology for this assignment will inform the technical approach and processes to ensure the planned deliverables and outcomes will be met timely and efficiently.

PROJECT COMPONENTS, TASKS, DELIVERABLES AND TIMELINES

The assignment shall be completed within **240 non-consecutive project days** from **July 2026 until December 2027**. The successful service provider will be responsible for the following tasks, deliverables and within the timelines indicated on Table 2.

The Service Provider is expected to demonstrate exceptional value-add beyond the core requirements in this TOR, in their proposal. Value add should contribute to implementation readiness, as this activity needs to be initiated urgently, programme quality and sustainability (for example these could include evidence of previous implementation of a similar activity, leveraging of partnerships, additional outputs or extended reach without increased financial cost etc).

TABLE 2: KEY ACTIVITIES, DELIVERABLES AND TIMELINES

FOCUS AREA	KEY ACTIVITY	DELIVERABLES	TIMELINES
1. Project Coordination and Administration	- Attend inception meeting with CCI HRG team. - Develop inception report, adapted manual outline, finalise schedule for SSPs and DSD Shelter Managers trainings for completion within the agreed timelines. - Attend ongoing planning meetings on all logistical requirements for each training. - Maintain an organised record of key documents and all processes for administrative and auditing purposes.	- Inception report and final detailed workplan. - Adapted Training Manual Outlines SSP Managers, SSPs and GBV Shelter Managers' Trainings. - Finalise training schedule with DSD guidance.	15 July 2026
2. Review and Update SSP and Shelter Managers' Training Materials	- Review and adapt existing SSPs Materials informed by the GC7 Human Rights Toolkit - Integrate SSP focused content and case studies and topics including HRG sensitive service delivery related to mental health, stigma & discrimination; ethical principles, survivor-centered approaches, accountability, and human rights standards in GBV shelter management. - Integrate a module on ethical principles, survivor-centered approaches, accountability and human rights standards in GBV shelter management and the application of ethical frameworks to operational decision-making, service quality, and safeguarding within shelters.	Updated SSP Materials approved by DSD, DSD and SANAC Technical Support Unit leads.	31 July 2026
3. Conduct training 20 trainings for SSPs and Shelter Managers on Human Rights and Gender sensitive service delivery for KVPs.	- Conduct pre- training baseline assessment (knowledge, attitudes) - Conduct 2 national and 18 provincial Training of Trainers (ToT) workshops (2 per province at 40 people per workshop) with selected Master Trainers. - Conduct post-training assessments to measure improvement - Provide training certificates - Develop provincial Service Plans for ongoing mentorship and coaching support at bi-annual provincial support meetings.	- Detailed training plans and schedules for SSP trainings. 20 trainings completed for SSPs and Shelter Managers. - Provincial level and consolidated reports summarizing the training sessions, including attendance, key outcomes, recommendations and feedback from participants and Service-level plans. - Printed certificates for all participants who attended the trainings.	31 December 2026
4. Support Department of Social Development (DSD) to improve service user's complaint mechanisms	- Review and update rights-based complaints mechanisms - Validate mechanisms with key stakeholders - Support institutionalisation and integration into routine service delivery.	Approved complaints tools (forms, referral pathways, escalation procedures).	31 March 2027

5. Reporting	- Produce a brief report on the outcomes of each workshop. The comprehensive final report will include: - The results from pre-post assessment surveys/exercises and the comprehensive evaluation; - The level of participation - reflection on content, participants engagement with the thematic areas covered by the manuals and training methodology and approaches; - Facilitators reflections of training outcomes and recommendation for improvement; - Training visuals, sound bites and recordings during the group sessions. - Overall assessment of the project with clear gaps, challenges, opportunities, and recommendations for future activities. - Submit final report timely.	- Post-training reports. - Final consolidated training report with mentorship plans, evaluation summary and recommendations	31 March 2027 (Post-training reports after each training per workplan). (Final consolidated training report)
6. Annual Provincial SSP Service Linkage Review Meetings	- Co-facilitate 1-day annual provincial level review meetings with DSD, KVP, SRs and key stakeholders' meetings - Engage trained SSPs, KP representatives, and Global Fund SRs - Review service linkages, referral effectiveness, and HRG implementation - Facilitate lessons sharing and corrective actions - Action plans to strengthen service integration and coordination - Documented lessons learned and best practices in annual reports	- Annual provincial review meeting reports - Action plans to strengthen service integration and coordination - Documented lessons learned and best practices	31 December 2027

IMPORTANT

- Investigate best practices in South Africa and globally on innovative approaches and systems for reducing human rights-related barriers to HIV/TB Services.
- Include clear internal referral and external referral pathways to strengthen referrals, feedback, reporting and documentation loops.
- Demonstrate and provide evidence of implementation readiness for all tasks in these Terms of Reference.

PROJECT DURATION

The project is expected to run for 240 non-consecutive project days between July 2026 to December 2027.

Timelines

Implementation and deliverables dates shall be based on the agreed-upon timelines at the inception meeting with the service provider. The service provider shall submit an inception report with a final detailed workplan agreed upon at the inception meeting.

Payment

Payment will be made according to an agreed payment schedule and upon approved deliverables submitted.

Review of contracting agreements

The timeframe of this project falls over more than one year cycle as per Global Fund implementation arrangements, commonly referred to as Year 1, Year 2 and Year 3 of the grant. The continuation of services will be reviewed annually and only renewable or provided based on satisfactory deliverables met timely. The timeframe for annual review will be discussed and drafted as part of appointment and formal agreements. If performance is non-satisfactory – the contracting agreements can be terminated by CCI.

REPORTING AND SUPERVISION

The Contracted service provider will report to the CCI Human Rights and Gender Technical Lead (or designated focal point) and work closely with the contact persons at the Department of Social Development to ensure a coordinated approach to the capacity building, mentoring, coaching and supportive supervision of these trained human rights cadres.

REQUIRED QUALIFICATIONS AND EXPERIENCE

The service provider team members should have the following minimum qualifications and experience:

- Minimum Bachelor's Degree in Social Sciences, Development Studies, Social Work or related field.
- Minimum 7 years proven experience facilitating SSPs and DSD Shelter Managers trainings for key and priority population groups and/or in community development workshop settings.
- Strong understanding/background on DSD mandate and its agencies.
- Have a team of trainers with human rights expertise that will be deployed to run the workshops concurrently in different provinces.
- Demonstrated ability to analyse and interpret legal and policy instruments governing human rights violations in the context of HIV, TB, and overall Sexual Reproductive Health and Rights.
- Knowledge of local context and experience in research and advocacy in any province in South Africa.
- Have strong experience in developing materials and curricula development.
- Have strong inter-personal communication skills with excellent participatory training, presentation, facilitation and writing skills.
- Recently undertaken a similar technical assignment (s) would be an added advantage.

PROPOSAL SUBMISSION REQUIREMENTS

Interested Service Providers are invited to submit a proposal consisting of all administrative requirements (**see annexures required**) including the following:

- Technical proposal (max 3 pages) outlining the applicant's understanding of the assignment, technical approach and methodology describing **how** the activity will be implemented efficiently, effectively and timely. Include a work plan and timeline detailing key activities and deliverables. Include a clear value-add proposal that will contribute to quality, efficiencies, effectiveness and the sustainable outcomes of the activity.
- Profiles (CVs) of team members, clearly stipulating their qualifications and relevant experience to this scope of work as per the required qualifications and experience in these terms of reference.
- List of previous similar work conducted in the past ten (10) years.
- At least two (2) reports of previous similar work done within the past five (5) years.
- Three (3) references from past clients.
- Submit a Financial Proposal in excel spreadsheet including daily rate and total cost (in ZAR). The service provider is expected to submit a detailed quotation that includes a daily rate and communication needs (including data or other information technology (IT) costs).

INSTITUTIONAL AND LOGISTICAL ARRANGEMENTS FOR THE PROJECT

- i. CCI will provide full conferencing (venue hire and catering), travel and accommodation for all service providers and participants. The service provider should not include these costs in their quotation.
- ii. CCI will cover the printing of approved course materials, including stationery and handouts. The service provider should seek prior approval from CCI on the final course materials and quantities.
- iii. The service provider should negotiate and confirm training dates and other meeting dates with the CCI team and advise CCI timely to ensure timeous planning and coordination by CCI.

- iv. The service provider is expected to provide their own work tools (laptop, cell phone, airtime /data, and other basic work tools related to the activity).
- v. Payment will be made per agreed milestones after submission and approval of deliverables and according to the agreed payment schedules.

IMPORTANT: This project /assignment will be considered successfully completed after submission and approval of final products /deliverable /milestones. Some deliverables require final approval /sign-off by multiple key stakeholders. If several revisions are required to produce acceptable quality, costs of these revisions are to be borne by the service provider, until the acceptable quality is approved and CCI will not adjust the approved budget in any form.

EVALUATION PROCESS AND CRITERIA

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

PREQUALIFICATION STAGE:

- **CCI will conduct a mandatory briefing where all prospective applicants MUST attend. This COMPULSORY BRIEFING SESSION will form part of the initial review and prequalification process of the administrative requirements.**
- **COMPULSORY BRIEFING SESSION** will be held virtually [via Microsoft Teams](#) on **24th of June 2026** from **12h00-13h00 SAST**.
 - Contact TORenquiries@ccisa.org.za as an expression of interest to attend and applicable meeting link.
- All prospective applicants are expected to attend the full briefing session and an attendance register will be downloaded as part of the prequalification stage.
- Suppliers who did not attend the compulsory briefing session, will not be evaluated further.

THE FIRST STAGE:

- This stage assesses compliance with **ADMINISTRATIVE REQUIREMENTS**.
- All applicants **MUST** submit all the mandatory documents below and all **LABELLED** as indicated in Table 3 below.
- Applicants who fail to submit the administrative requirements will not be evaluated further.

THE SECOND STAGE:

- This stage of the evaluation process assesses **TECHNICAL EVALUATION** focusing on the ability to fulfil the requirements based on the scope of work.
- Proposal quality, experience, and methodology. Supporting documents will be scored. The technical evaluation breakdown is outlined below.

THE THIRD STAGE:

- This final stage will evaluate the cost-effectiveness and value for money aspects of all proposals. Professional fees should be within the available budget for the activity. Proposals will be scored, within effectiveness and efficiency of the cheapest maximum score and highest technical quality.
- **NOTE:** *CCI is not obligated to prioritise costing over technical integrity of the applicant, and as such will not automatically select the lowest cost application.*

Table: SCORING MATRIX

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

THE FIRST STAGE: ADMINISTRATIVE REQUIREMENTS

Applicants **MUST** submit all the mandatory documents below and all LABELLED as indicated in Table 3 below. Applicants that fail to submit the administrative requirements will not be evaluated further.

TABLE 3: ADMINISTRATIVE DOCUMENTATION

ANNEXTURE	DESCRIPTION
Annexure 1 *	Motivation / Cover Letter – This must show understanding of the assignment and interest in supporting this activity. – (Include reference number and full contact details, dated and signed by the Service provider).
Annexure 2 *	Declaration 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 3 *	Signed Global Fund Code of Conduct for Suppliers of Services
Annexure 4 *	Proof of CIPC Legal Entity
Annexure 5 *	Valid SARS Tax clearance Certificate
Annexure 6 *	VAT Registration Certificate
Annexure 7 *	Valid B-BBEE certificate/Sworn Affidavit
Annexure 8 *	List of the Project Management Team with abridged CVs and their roles and responsibilities in the Project
Annexure 9 *	Technical Proposal and Implementation Plan – Outlining approach, methodology, implementation plan as guided by the scope of work and should include value addition (Maximum 3-pages)
Annexure 10 *	Detailed cost proposal in Excel. – Professional fees (daily rate) including communication (1-page). REFER TO THE PRICING SCHEDULE TEMPLATE INDICATED BELOW.
Annexure 11 *	• List of current and completed assignments (past 10 years) – 1 Page. • Minimum of three (3) Reference Letters on similar work (within the last 5 years). • Minimum of two (2) Reports of similar work done in the past five 5 years.

Please note:

- Documents marked with asterisk* are **MANDATORY**.
- Documents are valid only if obtained /certified within 6 months of the closing date.

PRICING SCHEDULE TEMPLATE

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

Deliverable	Description	Unit (e.g. Days)	Cost (e.g. Daily Rate)	Total (ZAR)
PROJECT PREPARATION AND STAKEHOLDER COORDINATION	Inception meetings, detailed training and implementation planning with all stakeholders.			
TRAINING MATERIALS DEVELOPMENT	Desk review, materials review and updates and final materials development.			
NATIONAL AND PROVINCIAL-LEVEL TRAININGS	Conduct 20 ToT workshops - 2 national and 18 training sessions with 40 participants per training session			
SUPPORT DEPARTMENT OF SOCIAL DEVELOPMENT (DSD) TO IMPROVE SERVICE USER'S COMPLAINT MECHANISMS	Desk Review and updates of complaint's mechanisms until approval; support use.			
CO-FACILITATE 1 DAY ANNUAL PROVINCIAL LEVEL REVIEW MEETINGS WITH DSD, KVP, SRS AND KEY STAKEHOLDERS' MEETINGS	Preparations, facilitation and reporting			
REPORTS	Reports summarizing the national and provincial workshops with in-service mentorship and coaching plans - including attendance, key outcomes, feedback from participants and recommendation from participants.			
Sub-Total				
VAT (if applicable)				
TOTAL				

THE SECOND STAGE: TECHNICAL EVALUATION SCORING MATRIX

CRITERIA	DESCRIPTION	SCORE WEIGHTING
Motivation / Cover Letter	MOTIVATION LETTER WITH FULL CONTACT DETAILS, DATED, AND SIGNED. • 0 points = No motivation letter submitted. • 2 points = Motivation letter submitted with major reservations. No contact details; not dated; not signed and content is not justifying interest in providing the service. • 4 points = Motivation letter submitted with minor reservations. Has contact details; it is not dated and/or not signed, but it is on a letter head and content justifies that the service provider is suitable and interested in providing the service. • 5 points = Motivation letter submitted with no reservations. Has contact details; it is dated; it is signed and it is on a letter head or written as a formal letter; and content justifies that the service provider is highly interested in providing the services.	5
Technical Proposal and Implementation Plan and Value-addition.	DETAILED PROPOSAL AND SCOPE OF WORK THAT DESCRIBES THE TECHNICAL APPROACH, METHODOLOGY, IMPLEMENTATION PLAN AND ADDED STRATEGIC VALUE TO PROGRAMME QUALITY AND OUTCOMES. • 0 points = No technical proposal submitted. No clear methodology, implementation plan, or value-add presented. • 10 points = Satisfies the requirement with major reservations. Training approach not aligned to the scope of work, unclear methodology that does not fully describe the full scope on how the activity will be implemented and no implementation plan as per the requirements of the TOR. Limited value-add. Proposal shows minimal value-add beyond the basic TOR. The proposition largely mirrors required activities, with limited differentiation, innovation, or added benefit to programme quality or outcomes • 25 points = Satisfies the requirement partially with some reservations regarding clear conceptual approach, some irrelevant methodology not fully explained and unclear implementation plan that does not fully detail processes and responsible persons working together to implement the tasks in the scope of work. Adequate or partial value-add. Proposal meets core requirements and includes some value-add, but this is limited in scope or depth and may lead to additional costs to CCI. Additional elements are relevant but not well articulated. • 40 points = Satisfies the requirement. Service provider demonstrated satisfactory conceptual clarity and approach that substantially aligns with the scope of work. The methodology and scope of work is explained with minimal vague and unclear details. The implementation plan lacks some crucial information. Very strong value-add. Proposal offers clear and meaningful value-add that enhances delivery and outcomes. The proposal includes strong complementary elements that add significant value beyond core requirements. • 50 points = Satisfies the requirement with additional benefits. The service provider demonstrated clear understanding of the scope of work and provided a comprehensive technical proposal with clear conceptual approach, that flows logically, detailed methodology and fully detailed implementation plan with all details on key activities, milestones, responsible persons, timelines. Exceptional value-add. Proposal presents a highly compelling value-add proposition that significantly strengthens programme quality, reach, sustainability, or impact. Demonstrates innovation, strong strategic insight, and additional benefits that go well	50

CRITERIA	DESCRIPTION	SCORE WEIGHTING
	beyond the requirements in this TOR, without compromising focus. Clear evidence of leadership, systems thinking, and long-term contribution.	
Technical Expertise	CURRICULUM VITAE (CV) OF THE PROPOSED PROJECT TEAM (REVIEW QUALIFICATIONS AND RELEVANCE TO THE EXPERIENCE REQUIRED IN THE SOW) • 0 points = No CVs submitted. • 5 points = Satisfies the requirement with major reservations regarding the relevance of the qualifications and experience of the team's ability to meet the requirements of the scope of work, with little or no evidence to support the response. • 10 points = Satisfies the requirement partially. Minimum of 7 years of experience doing related work though not quite similar. Team unable to implement this work in teams thereby prolonging implementation according to the SOW requirements. • 15 points = All team members have minimum Bachelor's Degree relevant to the requirements in the SOW and minimum of 7 years' experience doing similar work. Team can be divided to implement activity concurrently. • 25 points = Satisfies the requirement with additional benefits fully and exceptionally. Team members have Master Degree or higher qualifications and extensive experience of more than 7 years doing similar work in different settings. The service provider demonstrates adequate team abilities to meet the requirements of the scope for work. All team members' qualifications and experience are adequate and will add value to ensure full capability to fully conceptualise, implemented and document all aspects of this activity. Response identifies factors that demonstrate added value, with evidence to support the response fully without any reservations. All team members are able to implement the activity concurrently.	25
Past and or present Project list (10 years) and three references in past 5 years	LIST OF PREVIOUS PROJECTS AND REFERENCES • 0 points = No list submitted, no references. • 3 points = List submitted but projects not relevant to the SOW; 1 reference letter submitted. • 5 points = List submitted and some projects are relevant to the SOW but older than 10 years; 2 reference letters submitted but not well aligned to the SOW. • 8 points = List submitted and most projects are aligned and relevant to the SOW within 10 years; 2 reference letters submitted and aligned to the TOR. • 10 points = Satisfies the requirement with additional benefits fully and exceptionally. List is fully aligned and shows exceptional examples of doing similar work with some projects more recently completed within 5 years. Three reference letters for work done in the past 5 years submitted and all well aligned to the TOR.	10
Project reporting experience	MINIMUM TWO (2) SAMPLES OF PREVIOUS WORK AND OR REPORTS SIMILAR TO THIS ASSIGNMENT • 0 points = No previous work and/or reports submitted. • 3 points = 1 report and/or previous work submitted but not relevant to the scope of work. • 5 points = 1 report or previous work submitted and relevant to the SOW in the last 10 years. • 10 points = 2 or more reports of previous work submitted and relevant to the SOW in the last 10 years.	10
TOTAL		100
TOTAL TECHNICAL EVALUATION TO BE AVERAGED OUT OF 70%		

THE THIRD STAGE: PRICE EVALUATION

Bidder whom 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 in Table 4.

TABLE 4: PRICE EVALUATION

PRICE	SCORE (MAX 30%)
Shortlisted service providers demonstrate exceptional capability to meet the requirement supported by evidence will be assessed with the 70/30 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 scored out of 30 for ABC Inc.	30%
TOTAL PRICING SCORE OUT OF 30%	30%

APPLICATION INSTRUCTIONS

All applicants are required to:

- Only email-submitted applications will be considered.
- Mark their applications with **“Application – DSD Technical Support – Name of provider – BID Reference Number”** in the email subject line.
- 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 – DSD Technical Support – Name of Provider – BID Reference Number”
 - “Batch 2 - Application – DSD Technical Support – Name of Provider – BID Reference Number”

AWARDING OF CONTRACT

- The Service Provider/s who are selected could undergo a further organisational assessment by CCI, which could lead to disqualification. The Bid Evaluation Committee reserves the right to request the Service Provider to clarify any part of the submission.
- CCI is not bound to accept the lowest or any proposal.
- The Bid Evaluation Committee may, entirely at its discretion, decide to:
 - Award contracts for sections of the scope of work, but invite new proposals for other sections of the work
 - Delay the awarding of contracts for certain sections of the scope of work (considering, among others, the timing of funding availability)

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 3rd of July 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	15th June 2026
2. Compulsory Briefing Session	24th June 2026, 12h00 to 13h00 SAST
3. Deadline for questions and request for information. Such must be directed to TORenquiries@ccisa.org.za	26th June 2026 (14h00: SAST)
4. Deadline for submitting applications. No late applications will be accepted. RFA@ccisa.org.za	3rd July 2026 (16h00: SAST)
5. Evaluation period (indicative) during which additional details may be requested.	3rd July 2026 – 10th July 2026
6. Appointment of Service provider (Indicative)	20 th July 2026