



government
communications

Department:
Government Communication and Information System
REPUBLIC OF SOUTH AFRICA

BID SPECIFICATIONS GCIS 007 2012 2013

ANNUAL NATIONAL QUALITATIVE RESEARCH STUDY

INVESTIGATING PEOPLE'S ATTITUDES, BEHAVIOUR, MOTIVATIONS AND CONCERNS REGARDING GOVERNMENT SERVICES, INITIATIVES, PROGRAMMES & PRODUCTS IN ORDER TO ENHANCE GOVERNMENT COMMUNICATION

DEVELOPED BY:

GOVERNMENT COMMUNICATION AND INFORMATION SYSTEM (GCIS)

NOVEMBER 2012 TO NOVEMBER 2013

1. RESEARCH BACKGROUND

The Government Communication and Information System (GCIS) is expected to lead the strategic communication of government by driving coherent government messaging and creating open and extended channels of communication between government and people, towards a shared vision. With the vision of being 'The Pulse of Communication Excellence in Government', GCIS aims to continuously communicate and inform the public about government policies, plans and programmes aimed at improving the lives of all South Africans. In order to fulfil its mandate, GCIS has the following strategic objectives:

- Strengthen and manage the government-wide communication system for effectiveness and proper alignment.
- Learn and explore communication methods and practices to enhance communication.
- Lead and guide the domestic and international marketing of South Africa.
- Build partnerships with strategic stakeholders in pursuit of GCIS' vision.
- Operate an efficient, effective and compliant government communication organisation.

The GCIS Corporate Strategy emphasises the importance of communication research including exploring communication needs, understanding the communication landscape and to explore the impact of communication products and services in terms of access and reach. It is against this background that GCIS conducts qualitative research and takes effort to obtain relevant findings. Relevant and scientific communication research contributes meaningfully towards enhancing effectiveness of government communication.

2. OBJECTIVES

The **main aim** of this National Qualitative study is to:

Explore and gain in-depth understanding and insight of people's attitudes, behaviour, motivations and concerns regarding government's services, initiatives, programmes and products in order to enhance communication on government policies.

The following objectives will be addressed to explore the main aim of the study:

- a) Pre-and-post testing of information products, services and communication initiatives.
- b) Assessing public awareness, exposure, perceptions, attitudes policies and programmes of government.
- c) Assessing the communication environment within which government communication takes place.
- d) Exploring information needs and communication preferences of South Africans regarding government policies and programmes.

3. RESEARCH DESIGN

3.1. Methodology

In view of the research objectives, the use of appropriate qualitative research methodology(ies) is recommended. The research design and methodology need to take cognisance of government's continuous need to improve the communication initiatives addressing different government policies and programmes to different segments/ groups in the country.

Based on the aforementioned objectives the study will take on a **two-pronged approach** that might at times run concurrently. Below are the two prongs

- **First approach (Prong 1)** will be designed to address objectives a) and b) that is pre- and post-testing of communication products and awareness assessment of government policies and programmes. These groups will be conducted every three months or as often as the need arises, with about 10 groups per phase. This translates to about **40 groups** per 12 months. These groups will consist of respondents that have been selected based on the target audience of the products/ services to be tested.
- **Second approach (Prong 2)** will be designed to address objectives c) and d) (see Section 2- Objectives), attempting to gain exploratory and/or explanatory insights to trends and/or findings that will be observed from the GCIS National Quantitative Tracker (Tracker). Quarterly findings from Tracker data will determine whether or not qualitative focus groups/ in-depth interviews might be necessary in any given quarter. This will also determine the number of groups, number of provinces or exact areas (metro, urban, rural or deep-rural) to conduct the qualitative study in. The GCIS will give directive as to where these groups will take place and bidding companies should expect to do no less than 15 groups per quarter based on this. That is **60 groups** in 4 quarters/ 12 months. Therefore, GCIS will advise on the respondent criteria prior to going to field. The bidding company should cater for a minimum of 100 focus groups over a 12 month period.

- **Please note:** Depending on the needs at different stages of the project, it might be necessary to use different qualitative research approaches such as **focus groups, mini focus groups and/or in-depth interviews**. Though the recommended primary mode of data collection is **focus groups**, the bidder should be flexible to adjust, change or do **mixed qualitative methods** as and when required within the limitations of the budget.

3.2. Sampling

The study will cover **all nine provinces** in the country though not necessarily at the same time/ during one phase. The study will target all South Africans from **age 15 years and older** and from the middle of the political spectrum. The sample should represent **urban/metropolitan** and **rural** areas (including **deep rural**) settings of the country.

Based on the above, bidders should elaborate on the recruitment plan for the two research approaches as outlined below.

- **Prong 1:** the respondent criteria will be determined by the research need(s) or objective(s). The respondent recruitment criteria will be reflective of a specific group(s) as defined by the needs at the time of going to field.
- **Prong 2:** the bidder will be given a database of names and contact details of potential respondents whom they may randomly select to attend focus groups. It is expected that the bidder outline how they will go about recruiting respondents using the database.

In addition, bidding companies should include any other critical sampling considerations.

3.3. Data Collection

In the proposal the bidder must indicate the number of proposed focus groups per approach/prong, as well as the number of in-depth interviews one focus group can be converted into should the need arise to do in-depth interviews instead of focus groups.

The bidder should outline the exact procedure that will be followed in collecting the data and include clear **quality assurance** as well as **quality control procedures** and **data management** aspects.

REMEMBER: The service provider is required to be flexible in instances when urgent focus groups need to be conducted and/or when it is decided that some of approach 1 focus groups will not be used and must be carried over to approach 2 and vice versa.

3.4. Data Analysis

The bidder is expected to briefly explain the **data analysis approach** that will be used, including procedures that will be used in order to ensure **integrity** of the analysis. The bidder should also show how they will use **other resources** to enhance their analysis and interpretation.

3.5. Project Plan/ Timeline

The National Qualitative study will be rolled out in two-prongs in three monthly intervals over 12 months. The rationale behind this is so that GCIS can be able to within reason revise or change the discussion guide/ research methodology/ target sample in order to accommodate changing and diverse needs in the communication environment as and when the need arises.

During each fieldwork phase, several provinces will be targeted and these can be determined by the GCIS however the bidding company should have the capacity to advice on provinces to go to should there be a need.

Prior to every fieldwork phase there will be two briefing sessions (pre-phase briefing) in order to establish the main objectives of approach 1 and approach 2. The briefing sessions will outline expected milestones as well as finalise and agree on profile and work plans for that particular fieldwork period.

Therefore, bidders need to provide GCIS with a **project plan that explicitly explains management of the phases and the entire research process** e.g. planning, recruitment, moderating, transcribing, analysis, quality control, deliverables and communication with GCIS. The project plan must include timelines and deliverables.

As mentioned earlier, the bidder should be in a position to do ad-hoc/ additional focus groups outside of the proposed 3 monthly intervals or scheduled fieldwork phases should there be such urgent requests. Therefore, the bidder should also indicate realistically in a work plan how one would go about conducting focus groups in any province in the quickest turnaround time. These ad-hoc/ urgent focus groups will be deducted from the overall focus groups the bidder will have indicated for the whole study and in such an event the bidder will, in consultation with the GCIS, revise the phased work plans accordingly.

GCIS will sign a service level agreement with the successful service provider. The bid specifications and the proposal submitted by the bidding company will also serve as binding contract [subject to amendments and qualifications on the latter] between the GCIS and the service provider. GCIS reserves the right to terminate the contract if agreed and negotiated timelines and terms are not adhered to.

PLEASE NOTE: The project plan, for purposes of this bid submission, can be based on focus groups. However these might be converted into in-depths or mini-groups in consultation thus, the project plan might be revised and discussed at pre-phase briefings.

3.6. Briefing and debriefing sessions

A briefing workshop will be held with the successful bidder before commencement of the project, to ensure proper understanding of the project aims and objectives. It is expected that the appointed service provider make available all members of both the project teams during pre-phase briefings because GCIS would prefer to personally brief the research team (especially the moderators, transcribers and recruiters) at the beginning of a phase.

Where GCIS attends focus group discussions, debriefing sessions will be conducted with the moderator after the groups. There will be debriefing session at the end of each phase in order to take learnings from that phase to the next thus ensuring improvement of the quality of the research.

3.7. Viewing of focus group/s

GCIS is entitled to view focus group discussions (through one-way mirror or as a non-participative observer) at any given time during the lifespan of the project.

GCIS needs to be accommodated, from time to time, in consultation with the service provider, to undertake physical field visits to do its own quality checks and project monitoring. To enable GCIS to do the latter effectively for the management of the project, the successful service provider must provide fieldwork schedules in advance soon after the pre-phase briefings.

NB: In areas where one-way mirror is not available, the setup will be negotiated between two parties.

3.8. Discussion guide

Some of the discussion guide/ in-depth interview questions will be provided by the client, GCIS. The successful bidder will draft a discussion guide informed by the proposed questions/research objectives and important themes as determined by the need or communication environment at the time. Furthermore, the successful bidder will be responsible for the format, design and layout of the guide in order to make it user friendly and easy to follow. In addition, the bidder is expected to give expert research advice and insights on the flow and phrasing of the questions, and any other insights that will improve the quality of the discussion guide and the quality of the data collected.

For purposes of this study there will be two different discussion guides, one to address the needs of approach 1 and the other one to address the needs of approach 2. However, these discussion guides are subject to change depending on needs identified at the time of going to field and will be adjusted accordingly to address issues and events at hand. The discussion guides should be limited to about **1.5 hours and** will be discussed and finalised with GCIS.

The discussion guide/ interview guide (in instances of in-depth interviews) shall be **thoroughly piloted and feedback discussed** before using the instrument. The discussion guide should be translated into **Afrikaans, isiZulu, Xitsonga, TshiVenda, and Setswana**. Therefore, bidders should outline (in the project plan) all piloting procedures. Further, piloting should be scheduled at locations that are easily accessible to the client so that they can be present if possible and be able to provide input towards finalising the instrument.

Details of the programmes and products to be pre- and/or post-tested will be made available to the successful bidder at the relevant time. Due to the nature of the work that GCIS does, some products might be made available to the service provider for testing within constrained time limits.

PRACTICAL:

All bidding entities are expected to **draft and submit a rudimentary discussion guide** consisting of **two sections** which address the following:

- a)** Awareness, exposure to any government priority and programmes/ policy related to the priority
- b)** Pre- or post-testing of a government communication product of your choice (eg: pamphlet, leaflet, publication, programme, advert or poster)

Also, indicate the possible selection criteria for the participants based on the tested product or the government programme/ policy being used in the mock discussion guide.

3.9. Language

Moderators, recruiters and transcribers should be **fluent with the languages spoken in different provinces** as focus group discussions should be conducted in the languages preferred by the respondents.

4. COMPETENCIES AND EXPERIENCE OF THE SERVICE PROVIDER AND RESEARCH TEAM MEMBERS

The GCIS advises that separate research teams work on the different approaches/prongs because as mentioned earlier the segments might be conducted simultaneously and in different parts of the country. In addition, for each segment the research team (e.g. project leader(s), recruiters, moderators, translators, transcribers, analysts and report writers) should be the same throughout the whole project cycle and any deviation from this should be justified in writing and approved by GCIS. Therefore, it is expected that the bidding company will have two teams' profiles, CVs and should clearly indicate the two teams.

The service provider should provide separate profiles of the skills and experience of the project managers, project leaders, field coordinators/ supervisors, moderators/interviewers, transcribers, analysers, interpreters and report writers to be used throughout the research project. Experience in this regard should reflect the following:

- Extensive qualitative research involvement and strong qualitative research skills.
- Extent of exposure to communication research.
- References of previous or current qualitative study clients for individual team member.
- A list of prospective moderators and summaries of their CVs (**with complete references**) should be included in the proposal.

The service provider should clearly indicate or explain how they envisage to brief moderators to ensure understanding of the research objectives, consistency and quality of moderation.

4.1. Outsourcing

The service provider should inform GCIS timeously about outsourcing any aspect of the project (e.g. recruitment of respondents, moderating, transcribing, analysing, report-writing etc) if this was not indicated in the initial proposal. Outsourcing of any aspect of the research should be approved by GCIS.

NB!! It is the responsibility of the service provider (particularly of the leading member in the case of consortia) to ensure adherence to the terms and conditions of the contract, as well as delivery of services required.

5. TIMING AND APPROACH

The broad timelines for the project would be from **November 2012 to 30 November 2013**. GCIS will determine the timing and approach for the rollout of the project. The services of the successful company will be utilised in line with the GCIS's needs and objectives during the course of the study. The timing of the focus groups/in-depth interviews will be such that it overlaps with some of the major communication initiatives of government and other communication milestones. Project schedules and project progress reports (the frequency of which will depend on number of groups conducted per day) need to be made available to the GCIS project manager and be updated as the project progresses.

6. COST

The total cost for the project must not exceed **R1 600 000.00, including VAT** This amount should include the share of potential consortium partners. Proposals exceeding this amount will not be considered.

The service provider must give an indication on how they foresee the management of the billing process and ensure that the invoices are submitted timeously per fieldwork phase. The invoices should be labelled appropriately.

7. DELIVERABLES

The service provider should provide regular feedback to GCIS regarding the rollout, progress and management of the project. The service provider should share with GCIS any information and/or insight that might emerge from the research process in order to contribute to an ongoing initiative of improving and adapting processes and instruments to enhance the quality and usability of the findings.

- **Weekly fieldwork progress reports** in electronic format to be provided to GCIS or as regularly as deemed necessary (to be agreed between the two parties) throughout the project cycle.
- **Verbatim transcripts** in English – available in reasonable time following interviews (maximum five days after focus groups have been conducted).
- **Audio file** – it should be sent with the transcripts.
- Analysis and interpretation of research results in the form of **2 Power Point presentations** per quarter/ fieldwork phase (**electronic format** and 2 bound **hard copies**) to be presented to GCIS and its stakeholders at the latest 2 weeks after the end of each fieldwork phase.
- **2 detailed MS Word reports** (with an executive summary) **per fieldwork phase**, one for approach 1 and the other for approach 2 to accompany the presentations (**electronic format** and 2 bound **hard copies**).
- A compulsory **dry-run workshop** (full-day) with GCIS team and service provider, a week before the actual presentation in order to provide guidelines, discuss the presentation and word report expectations, content, layout and audiences the presentation will be targeting.

8. BRIEFING AT GCIS (HIGHLY RECOMMENDED)

All bidders are invited to a briefing (though not compulsory, but definitely beneficial to all bidding companies).

Date: 2 October 2012

Time: 10:00 to 11:30

Venue: Auditorium, 1st Floor, Midtown, GCIS, Madiba (Vermeulen) - or Sisulu (Prinsloo) Street, Pretoria

Parking is available at your own cost at the nearby Sammy Marks Square – entrance from either Madiba (Vermeulen) - or Sisulu (Prinsloo) Street, Pretoria.

9. BID EVALUATION PROCESS

It is necessary to ensure that there is one responsible lead bidder in the case of a consortium.

Bid documentation from companies should include a research proposal detailing how the company proposes to carry out the project to meet the research objectives. The proposal submitted should reflect a good understanding of the brief and be based on the information provided in the bid specifications. Points will be allocated on the criteria listed below.

Bids should be submitted as prescribed in the bid documents, and not delivered or sent to any staff member of the GCIS. Two phases of evaluation will be applied.

Proposals will be evaluated in terms of the Preferential Procurement Policy Framework Act (Act 5 of 2000) and Regulation (August 2001) on the basis of functionality and the 90/10 preference points system. The bidder that scores **60% or more** on functionality alone will be invited to do a presentation to the GCIS Evaluation Committee. The shortlisted bidders will be evaluated further in terms of the 90/10 points system, where 90 points will be for price only and the 10 points for BBBEE Status Level of contribution.

GCIS will assess the functionality of each proposal taking into account the following criteria:

Values: 1 = Poor; 2 = Average; 3 = Acceptable; 4 = Very good; 5 = Excellent

The percentage for functionality will be calculated as follows:

$$\frac{A}{B} \times 100$$

Where:

A = total score of the bidder

B = maximum score, i.e. 500

All bidders are requested to attend to all aspects of the bid evaluation criteria to avoid unnecessary loss of points during the evaluation process.

10. BID EVALUATION PROCESS

10.1. PHASE I: Functionality

The first phase involves the evaluation of all bid documents received in time where points will be for functionality only, based on the following broad criteria:

FUNCTIONALITY	WEIGHT	VALUE	TOTAL
<p>10.1.1. RESEARCH DESIGN</p> <p><u>A: Sampling</u></p> <ul style="list-style-type: none"> ▪ Briefly outline the recruiting process/approaches and considerations for recruiting respondents for approach 1 and for approach 2. ▪ Indicate the focus group/ mini groups: in-depth interview ratios. 	10		
<p><u>B: Data Collection & Analysis</u></p> <ul style="list-style-type: none"> ▪ Outline the exact data collection procedures. ▪ Indicate quality assurance measures. ▪ Outline quality control procedures. ▪ Outline critical data management aspects. ▪ Explanation and examples of the data analysis approach. 	25		
<p><u>C: Discussion Guide (2 Sections only)</u></p> <p>Mock (rudimentary) discussion guide to illustrate:</p> <ul style="list-style-type: none"> ▪ Understanding of a discussion guide vs. a questionnaire ▪ Relevant themes/topics/questions informed by the objective: Assessing awareness/exposure of the chosen government priorities and policies/programmes related to it. ▪ Relevant themes/topics/questions informed by the objective: Pre-/ post-testing of the chosen communication product. 	15		

FUNCTIONALITY	WEIGHT	VALUE	TOTAL
<p>10.1.2. PROJECT MANAGEMENT/ PLAN <u>A: Overall management and approach:</u></p> <ul style="list-style-type: none"> ▪ Give a detailed plan of how the project will be managed and clearly define the roles of each team member. Include planning, execution of all relevant phases, tasks/activities within each phase, monitoring and feedback to client. 	10		
<p><u>B: Flexibility to conduct urgent focus groups</u></p> <ul style="list-style-type: none"> ▪ Give a detailed plan of how urgent focus groups will be conducted within the shortest amount of time (max. 4 focus groups in one province). This will be driven by urgent matters in the environment that may need to be investigated immediately as they arise. 	20		
<p>10.1.3. DELIVERABLES</p> <ul style="list-style-type: none"> ▪ Finalised project plan schedule for all fieldwork phases ▪ Frequent fieldwork progress reports (frequency will be discussed) ▪ Pre-phase briefing sessions when necessary, at the clients discretion ▪ Verbatim transcripts in English. ▪ Audio files per fieldwork phase (to be delivered with transcripts). ▪ Dry-run workshops (1/2 a day or full-day) in preparation for the final presentations and reports. ▪ 2 x PowerPoint presentations per fieldwork phase – approach 1 & 2 – electronic, hard copy, face-to-face presentation. ▪ 2 X Full MS Word reports per fieldwork phase (1 per approach) including insightful analysis and clear strategic-type recommendations in line with government communications– electronic and hard copies. ▪ Ad-hoc presentation/s and full MS Word report when urgent Ad-hoc focus groups/ in-depth interviews were conducted. 	5		

FUNCTIONALITY	WEIGHT	VALUE	TOTAL
<p>10.1.4. COMPETENCIES AND EXPERIENCE OF THE SERVICE PROVIDER AND RESEARCH TEAM MEMBERS</p> <ul style="list-style-type: none"> ▪ Clearly indicate the two teams for the two segments ▪ Competencies and experience of the bidding company/ consortium in terms of a national study, particularly qualitative research study. In cases of a consortium competencies of all parties to be included, not only the lead company. ▪ Provide details (referee contacts, company name etc.) of qualitative research projects in the field of communication the bidding company/ consortium companies has completed in the past year or two. (past 12- 24 months). ▪ Provide detailed information regarding the experience of individual team members (e.g. their role in the team, their credentials especially in the field of qualitative research) in terms qualitative research in communication. ▪ Complete references with contact & related details of referees for each team member must be submitted. For senior/main team members the referees must be previous research clients. 	15		
TOTAL	100		

10.2. PHASE 2:

Only short-listed companies/consortia (bidders scoring high on functionality) take part in this phase.

The second phase evaluation will involve presentations by each of the short-listed bidding companies to a Bid Evaluation Committee constituted from the Chief Directorate: Policy and Research, as well as other co-opted members. If possible, bidding companies need to involve members of the envisaged project team in this presentation. The purpose of this presentation would be to provide the opportunity to the service provider to present their research proposal, as well as to mutually clarify issues relating to the research brief and project as a whole.

NOTE: The bidding companies who qualify for the second phase of evaluation will be notified in advance of the date and venue of the presentations within two weeks after closure of the bid. This evaluation will include not only functionality, but also price, information regarding the profile of the bidder, as well as preferential procurement – see criteria on the next page.

FUNCTIONALITY	WEIGHT	VALUE	TOTAL
<p>10.2.1. RESEARCH DESIGN <u>A: Sampling</u></p> <ul style="list-style-type: none"> ▪ Briefly outline the recruiting process/approaches and considerations for recruiting respondents for approach 1 and for approach 2. ▪ Indicate the focus group/ mini groups: in-depth interview ratios. 	10		
<p><u>B: Data Collection & Analysis</u></p> <ul style="list-style-type: none"> ▪ Outline the exact data collection procedures. ▪ Indicate quality assurance measures. ▪ Outline quality control procedures. ▪ Outline critical data management aspects. ▪ Explanation and examples of the data analysis approach. 	25		
<p><u>C: Discussion Guide (2 Sections only)</u></p> <p>Mock (rudimentary) discussion guide to illustrate:</p> <ul style="list-style-type: none"> ▪ Understanding of a discussion guide vs. a questionnaire ▪ Relevant themes/topics/questions informed by the objective: Assessing awareness/exposure of the chosen government priorities and policies/programmes related to it. ▪ Relevant themes/topics/questions informed by the objective: Pre-/ post-testing of the chosen communication product. 	15		

FUNCTIONALITY	WEIGHT	VALUE	TOTAL
<p>10.2.2. PROJECT MANAGEMENT/ PLAN <i>A: Overall management and approach:</i></p> <ul style="list-style-type: none"> ▪ Give a detailed plan of how the project will be managed and clearly define the roles of each team member. Include planning, execution of all relevant phases, tasks/activities within each phase, monitoring and feedback to client. 	10		
<p><i>B: Flexibility to conduct urgent focus groups</i> Give a detailed plan of how urgent focus groups will be conducted within the shortest amount of time (max. 4 focus groups in one province). This will be driven by urgent matters in the environment that may need to be investigated immediately as they arise.</p>	20		
<p>10.2.3. DELIVERABLES</p> <ul style="list-style-type: none"> ▪ Finalised project plan schedule for all fieldwork phases ▪ Frequent fieldwork progress reports (frequency will be discussed) ▪ Pre-phase briefing sessions when necessary, at the clients discretion ▪ Verbatim transcripts in English. ▪ Audio files per fieldwork phase (to be delivered with transcripts). ▪ Dry-run workshops (1/2 a day or full-day) in preparation for the final presentations and reports. ▪ 2 x PowerPoint presentations per fieldwork phase – approach 1 & 2 – electronic, hard copy, face-to-face presentation. ▪ 2 X Full MS Word reports per fieldwork phase (1 per approach) including insightful analysis and clear strategic-type recommendations in line with government communications– electronic and hard copies. ▪ Ad-hoc presentation/s and full MS Word report when urgent Ad-hoc focus groups/ in-depth interviews were conducted. 	5		

FUNCTIONALITY	WEIGHT	VALUE	TOTAL
<p>10.2.4. COMPETENCIES AND EXPERIENCE OF THE SERVICE PROVIDER AND RESEARCH TEAM MEMBERS</p> <ul style="list-style-type: none"> ▪ Clearly indicate the two teams for the two segments ▪ Competencies and experience of the bidding company/ consortium in terms of a national study, particularly qualitative research study. In cases of a consortium competencies of all parties to be included, not only the lead company. ▪ Provide details (referee contacts, company name etc.) of qualitative research projects in the field of communication the bidding company/ consortium companies has completed in the past year or two. (past 12- 24 months). ▪ Provide detailed information regarding the experience of individual team members (e.g. their role in the team, their credentials especially in the field of qualitative research) in terms qualitative research in communication. ▪ Complete references with contact & related details of referees for each team member must be submitted. For senior/main team members the referees must be previous research clients. 	15		
TOTAL	100		

11. PREFERENTIAL PROCUREMENT

Companies wishing to claim points in terms of preferential procurement evaluation should kindly complete the SBD 6.1 form and note below the breakdown of points that will be awarded.

AREAS OF EVALUATION	Points
Price	90
B-BBEE Status Level of Contribution	10
TOTAL	100

Once the second phase of evaluation has been completed, a motivation regarding the outcome will be prepared and submitted to the GCIS Departmental Bid Adjudication Committee as soon as possible. The successful bidder will be notified by our Supply Chain Management section. Bidders are kindly requested not to phone any member of the Directorate: Research & Information Centre (GCIS) in this regard.

The proposals MUST be accompanied by the relevant bid documents as required and indicated in the bid documentation (All accompanying forms MUST be fully completed) before 19 October 2012 at 11:00 AM.

12. ENQUIRIES:

FOR RESEARCH-RELATED QUESTIONS ONLY

Contact Persons: **Ms Kopo Lehobye**
(012) 314-2192

Mr Phuti Mongalo
(012) 314-2490

QUESTIONS ON BIDDING PROCEDURES ONLY

Contact Persons: **Mr. Mendrick Mlondobozi**
(012) 314-2861

Mr. Leshoka Mahloromela
(012) 314-2982

13. BID SPECIFICATION SIGN OFF/ APPROVAL

Dr Marietjie Strydom
Director: Research & Information Centre

Date

Tasneem Carrim
Chief Director: Policy & Research

Date

Mr Vusi Mona
DCEO: Content Processing & Dissemination

Date

