



City of Johannesburg

Department: Social Development

Terms of Reference for organizations that would like to be included in the panel of organizations that will be requested to render services in the financial year of 2019-2020

1. PURPOSE

The purpose of this document is to outline the services and requirements that the non-profit organizations must consider and respond to when they submit proposals in the month of August 2018.

2. BACKGROUND

The City approved the review of the Social Funding policy on 25 October 2012. One of the key components of the new policy is to fund non-profit organizations through a “pay per service” grant, at an amount calculated per citizen served. A call for proposals is being made for non-profit organization to submit proposals in order to be approved as organizations that will be requested to provide services as and when the Department requires in period 2018-2019 financial year. The following categories of services listed under Table 1 below are the services that may be requested however, organizations are encouraged to submit proposals per services that they offer and those that are aligned with the Integrated Development Plan of the City. The IDP can be downloaded on the City’s web site, www.joburg.za, or obtained at Group Strategy, Policy Coordination and Relations at 011 407-7598. Reference must be made to the services of the Department of Social Development

NB: The organizations that have been pre-approved will be the only ones that are approached for service requests. Such organizations will be approached and requested to submit a short outline of the required services and the price list (quotation) as and when the department requires a service.

Organizations will be paid after the service has been rendered and the work done has been verified and the City has satisfied itself that the work has been delivered as per agreement.

The payment process can take one to three (1-3) months before the payment is finalized. There will be no upfront funding provided to organizations to start with the work.

3. ANNEXURE A

Organizations must complete Annexure A, which is a compulsory form that must be properly and correctly completed and signed by two different people.

4. ANNEXURE B

The proposal by the organization will be Annexure B. It must not be too long but must cover the following headings or issues:

- What is the service that will be provided?
- What are the activities that will be undertaken?
- If it is training, please attach proof of accreditation and provide curriculum content/topics.
- What are the targets that will be reached?
- Which areas and wards will these services be provided? (Please check with your ward councillor for the correct ward number).
- Does the organization have enough staff, space, resources and money to implement the service? (Please specify the number of staff available, capacity and resources)
- What is the approach and methodology that will be taken by the organization to deliver this service, e.g., is it Home visits, case work, group work, campaigns, workshops etc.
- Explain the practical and logistical arrangements and methods you will follow.
- Submission of proof that the organization has implemented the services.

5. ANNEXURE C: PRICE

The request for a price is to empower the Department to make a comparison and be able to choose a reasonable price. Price will be considered against the quality and quantity of service proposed in Annexure B. The Department has limited budget and is not always able to accept the prices that organizations submit, in this case, the Department will propose a price to the applicant.

6. SERVICE LEVEL AGREEMENT (SLA)

Approved organizations cannot resume with the services until both parties (COJ and Organisation) have signed and are in possession of the SLA.

The services in this category of application must be completed in or before end of June 2019 to enable the Department to disburse the funding within the current financial year. Extensions will not be granted. Organizations may be requested to offer similar services in the next financial year, but they will have to reapply and enter into a new SLA for that particular year.

It is incumbent upon organizations to read, understand, comment and submit the SLAs. If the organization does not return the signed SLA, it will be assumed that the organization is not accepting the agreement and therefore will not enter into the relationship with the Department.

7. IMPLEMENTATION

Organizations will be expected to implement as per the agreement. Any deviations must be discussed and put in writing and agreed on by all parties. Any challenges must be discussed immediately and a solution must be sought and agreed on timeously.

8. FUNDING AND PAYMENT

Payment will be based on the number of beneficiaries served as per services and requirement under scope of work undertaken.

The payment process can take one to three (1-3) months before the payment is finalized. This period allows the Department to verify the work submitted by the organization. There will be no upfront funding provided to organizations to start with the work.

9. REPORTING

Organizations will be expected to account in the following process:

- Monthly individual progress and services rendered to each beneficiary
- Provide monthly statistics
- General progress on the beneficiaries and implementation of the project
- Financial Report
- Attend monthly service feedback meetings
- Signed attendance registers of beneficiaries
- Content of programmes rendered

As and when required, the provider may be required to attend meetings, consultations and other engagements related to the functions of Social Development. This may include representing the views of the Social Development Department or Council if instructed to do so by the Head of Social Development and perform any function which can reasonably be associated with the service in the opinion of the Head of Social Development.

If there are any sensitivities regarding the individual reports, the organizations must raise these upfront, upon signing the SLA and must be put in writing and agreed with the Department.

10. PENALTIES FOR NON-PERFORMANCE

The Department may at its sole discretion impose penalties for non-performance.

The Department reserves the right to withhold payment where it deems the result of the project outcome to be unsatisfactory.

Notwithstanding anything elsewhere stated, the Department may at its sole discretion, with all rights reserved, discontinue the services of a particular organization. Should the Department wish to exercise this option, the Department will notify the organization in writing of its

intentions in this regard, requesting the organization to show proven costs incurred to date, and after having deducted any monies owing, terminate the agreement, and effect the part consideration applicable.

11. APPLICATION REQUIREMENTS

All organizations that apply (complete application form under Annexure A) must be on the City's NGO database. Please ensure that your NGO has been registered on the COJ database and all required registration documents have been submitted before completing Annexure A. Please note NGOs not registered on the database and not having submitted the following required registration documents will not be considered:

Please ensure that your NGO has been registered on the COJ database and all required registration documents have been submitted before completing Annexure A. Please note NGOs not registered on the database and not having submitted the following required registration documents will not be considered:

- Certified copy of the Constitution that has been signed by the office bearers of the organization
- Organogram of the organization, clearly indicating a team of office bearers and a team of operational staff
- Certified of an NPO /PBO /Voluntary Association
- Current profile or summary of the organization's activities
- Proof of address or lease agreement and Municipal account of where the organization is operating from
- Tax Exemption certificate (Original or Certified copy)
- Proof of P.A.Y.E Registration
- Three (3) months bank statement
- Latest AGM report and the minutes of the AGM
- Recent audited financial statements or Valid and Independently Approved Financial Report
- Certified copies of affiliation to any relevant professional or regulatory bodies
- Acknowledgement letter from ward councillor that the NGO exist and operates in the ward)

Please verify your NGO registration status by sending an enquiry to ZwelibanziN@joburg.org.za. Alternatively contact Zwelibanzi Ncombo on 011407-6751 or Ms. Selaelo Mohajane on 011 407-6601 during office hours 08h00 to 16h00.

Briefing and Capacitation session will be held on the **12 August 2019 at Metro center A level Lecture Theatre 158 Civic Boulevard street Braamfontein from 9h00 to 14h00.**

Closing Date for submission of proposals is 30 August 2019.

All proposals, must have the following attachments:

a).Financial statements: Latest (1year) independently assessed or audited financial report. If the report is not audited, please provide the name contact details and practice or license number of the person or company that assisted your organization with the report.

b). Director's identification: Provide copy of the head of the organization (director, or project manager, etc.) and the chairperson's ID documents as per company governance profile. This means ID copies of two different people who are also mentioned in Annexure A

c). Organogram and List names of the management committee members and staff, including their designations

d). Up to date Municipal accounts or lease agreements of the Director and Chairperson's
(Same people referred to in Annexure A and B)



Table 1

Table of services that are required by Department of Social Development or the City in general

The following table provides a list of services required			
No	Unit/Sub Unit	Programme	Specifications
1.	Elderly and women support sub-unit	Social Support Package to Senior citizens	Service to 4000(four thousand) Senior citizens (500(five hundred) per Region i.e. Region A, B, C , E , F , G and 1000 for Region D) through Social Support Package programme: - Social Support - Economic development

			- Empowerment - Healthy lifestyle - Nutrition and be linked to social club.
2.	Elderly and Women support sub unit	Young women's programme	Inner Healing programme for Young women's programme: - Instilling a sense of self love, self-discovery, worth, respect and pride amongst young women. - 300(three hundred) Young women/Young men from Region A, C, D, E, F and G making a total of 50(fifty) per Region.
3.	Skills Development Sub Unit	Skills Development programme	Recruit, register and train 1400 Beneficiaries City wide (200 per Region from Region A, B, C, D, E, F and G) to benefit from accredited skills training on brick laying, tiling, plastering and painting. 200(two hundred) beneficiaries (minimum of 50(fifty) per group depending on the beneficiaries needs) must attend and complete one of 4(four) training areas in each Region. NGO to provide each region with a service provider/s that can be able to train all the 4(four) areas, 4(four) hour training, 3(three) days per week for a duration of 6(six month).
4.	Persons With Disability(PWD) Sub Unit	Skills for Daily Living for blind people	Orientation and Mobility (O&M) training focusing on skills for daily living for blind beneficiaries. 30(thirty) beneficiaries comprising of 10(ten) blind beneficiaries per Region in 3 regions and the training should include provision of assistive devices for the blind.

			Duration of the training: 2(two) days per week for 2 (two) months.
		PWD and Family Self -help programme	PWD and Family Self -help support group sessions 12(twelve) sessions on psychosocial support and empowerment for PWDs and their families. Each beneficiary to attend a maximum of 8 (eight) of the 12 (twelve) sessions and the 12(twelve) sessions be divided into 4(four) sessions per month.
5	Youth Development Sub Unit	Youth Advisory Centre	Youth Advisory Centre walk in services: - Intake and profiling of new youth. - Provide at least one YAC walk-in service to 2000(two thousand) beneficiaries (500 (five hundred) per region in 4(four) Regions (B, C, D and G). - Daily walk-ins for 5 (five) months.
		Social/Life Skills training	2 (two) groups of youth participating on either Leadership workshop or Financial management or Business management training in a month. Each workshop running for a period of 5(five) days for any one of the programs for two different groups, for 4 (four) hours per day) in a month. Each group with new beneficiaries for a period of 3 (three) months. Workshops to be conducted in all the 7 (seven) Regions benefiting 840(eight hundred and forty)

			participants, 120(one hundred and twenty) per Region.
		Peace Education Program	8 sessions covering 8 peace education modules and benefiting 80 participants:80 (20 per region in 4 Regions: A, C, F and G.
6	Migrant Sub Unit	Language Programme Training	Language Lessons in the following languages as per Regions request and according to their dynamics: - isiZulu - Sesotho - Shona - French - Portuguese - English Language Lessons to enhance skills exchange, promote cultural diversity, Integration and social inclusion and social inclusion. . The appointed NPO in conjunction with the Regional Coordinators will be responsible for recruitment, mobilisation, and registration of 210 (two hundred and ten) beneficiaries City wide to benefit from the Language programme. 30(thirty) beneficiaries per Region and 2 (two) languages per Region for a period of 6 (six) months).



Annexure A: Application form for services required for 2018/2019 Financial Year

Name of the organization:	Region	Ward
Address:	Telephone number: Cell phone number: E-mail address:	
Name of the person completing this proposal:	Designation:	
Signature of the person authorized to sign this proposal		
Name of the Chairperson of the organization:	Signature of the chairperson of the organization:	
Telephone number of the Chairperson	Registration date of the organization	
Date of application		

Number of years in operation	
Core Function of the organization	
Service that the organization specializes in	
Type of service/s the organization is interested to assist the department with	
Capacity to Deliver (e.g. personnel, including financial resources)	
Cost for the service to be rendered/provided by the organization (This is pay per service category and the cost should be per beneficiary serviced, other costs such as transportation, service fee/admin costs, refreshments, etc. should be considered)	
Partners that the organization has signed partnerships with (Please list and give contact details	

References (Please list and give contact details)	

ANNEXURE B: PROPOSAL: (Please attach)

ANNEXURE C: PRICE: (Please attach