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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 2022//23 financial year.

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 September-October 2022.

2. BACKGROUND

One of the key components of the NPO empowerment policy is to support 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 to be approved as organizations that will be requested to provide services as and when the Department requires in the period 2022-2023 financial year. The categories of services listed under Table 1 below are the services that will 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. Reference must be made to the services of the Department of Social Development

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 it is finalized depending on the accuracy of the evidence submitted. There will be no upfront funding provided to organizations to start with the work.

3. ANNEXURE A (Application form on page 6 and also accessible on the City ‘s website under”Notices”)

To be 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? (Please do not copy and paste terms of reference as they are on Annexure D, provide an outline of the services provided by your NPO that are relevant to the services required as per terms of reference, and can also cite examples)
- What are the activities that will be undertaken? (Please do not copy and paste terms of reference as they are on Annexure D, provide an outline of the actual activities that will be conducted by your NPO in line with terms of reference, and can also cite examples)
- 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., substantiate with examples)
- Explain the practical and logistical arrangements and methods you will follow.
- Submission of proof that the organization has implemented the services. (Please outline the NPO 's experience in the services that it will provide, also previous training if any, please elaborate)

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 2023 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 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 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 and this depend solely on the evidence submitted. The Department will also verify and monitor all the work done as well as the evidence submitted by the organization.

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 programme 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 the 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:

- 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 or NokuthulaM@joburg.org.za.

Alternatively contact:

Zwelibanzi Ncombo: Tel 011 062 6010/6011 Cell number 082 461 5233 or

Sethabile Msweli: Tel 011 062 6010/6011 Cell number 083 926 5508 during office hours 08h00 to 16h00.

Briefing and capacitation sessions will be held over two days at A Level lecture theatre Mayoral Chamber wing 158 Civic Boulevard Street Braamfontein from 9h00 to 15h15 as follows:

20 September 2022: NGOs applying for:

Support for people living and working on the streets and those accommodated in homeless shelters as follows:

- Family mediation and psychosocial support for sustainable community reintegration.
- Family reunification and referrals for continuous community support.

Combat Gender based violence and Femicide as follows:

- Inner Healing programme, Gender, sexual orientation-based violence Sensitization, Education and Awareness programme and Economic Empowerment Programme

Social Support Package to Senior Citizens comprising of:

- Healthy Lifestyle; Social Support; Economic-Development; Empowerment and Nutrition.

21 September 2022: NGOs applying for:

Support services for Persons with Disabilities which include:

- Psychosocial support and empowerment of Persons with Disabilities (PWD) and their families
- Skills of daily living training, focusing on the blind and visually impaired.

Youth development programme

- Youth Advisory centre (YAC) services, Life Skills: Business and Financial Management and Moral Regeneration programme

Skills development programme

- Accredited skills training

RSVP for Briefing and Capacitation sessions with

Zwelibanzi Ncombo on ZwelibanziN@joburg.org.za Tel 011 062 6010/6011 Cell number 082 461 5233 or

Sethabile Msweli on NokuthulaM@joburg.org.za. Tel 011 062 6010/6011 Cell number 083 926 5508 during office hours 08h00 to 16h00.

Selaelo Mohajane on SelaeloAM@joburg.org.za. Tel: 011 062 6010/ 6011 Cell number 082 418 9093

Only one representative per NGO allowed and only those who have confirmed attendance either telephonically or through emails provided above..

Completed Application forms and supporting documents can be submitted to Traduna House 118 Jorrisen Street, 14th floor, Braamfontein.

Closing date for submission of proposals/applications is the 5th October 2022 at 14h00.

If Social Development does not contact an applicant within 21 days of the closing date, please consider the application to be unsuccessful.

All proposals, must have the following attachments(Please note: All database registration documents as mentioned on page 4 should have been submitted):

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)



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Annexure A: Application form for services required for 2022/23 Financial Year (Please fill in and submit)

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)	

<p>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)</p>	
<p>Partners that the organization has signed partnerships with (Please list and give contact details)</p>	
<p>References (Please list and give contact details)</p>	

ANNEXURE B: PROPOSAL: (Please attach)

ANNEXURE C: PRICE: (Please attach)

Annexure D: Terms of Reference (Please do not attach, this is just for your information)

Table1: Family mediation and psychosocial support for people living and working on the streets and those accommodated in homeless shelters for sustainable community reintegration.

No	Region	Intervention	Target Group	Target No. of beneficiaries	No. of sessions	Duration of sessions
1.	A, B, C, D, E, F and G	<p>Identification of clients.</p> <p>One on one counselling.</p> <p>Assessment of client</p> <p>Readiness for reunification, Family tracing</p> <p>Conduct home visit.</p> <p>Family case conferencing and counselling for conflict resolution and mediation.</p> <p>Referral for continuous community support.</p>	<p>People living and Working on the streets and those accommodated in homeless shelters for sustainable community reintegration.</p>	<p>150 beneficiaries on the streets and in homeless shelters within the borders of the City of Johannesburg. (50 from the streets and 100 from the shelters)</p>	<p>5 Sessions until the completion of the programme.</p>	<p>1 hour session and the program to be completed within 4 months.</p>

Table 2: Family reunification

No	Region	Intervention	Target Group	Target No. of beneficiaries	No. of sessions	Duration of sessions
1..	A, B, C, D, E, F and G	Family reunification and referral for continuous community support.	People living and Working on the streets and those accommodated in homeless shelters for sustainable community reintegration	150 beneficiaries within the borders of the City of Johannesburg	1 Final session and reunification	1 hour session and the program to be completed within 4 months.

Table 3: Inner Healing programme for young women including victims and survivors of GBV and Femicide and LGBTQIA+ persons.

No	Region	Intervention	Target group	Targeted No. of beneficiaries	No. of sessions	Duration of sessions
1.	A, B, C, D1, D2, E, F and G.	Inner Healing programme (Instilling a sense of self love, self-discovery, worth, respect and pride amongst young women as well as young LGBTQIA+ persons)	Young women including victims/survivors of GBV and Femicide and LGBTQIA+ persons	400 beneficiaries (50 participants per Region). broken down into Regions as follows: Region A= 50 Region B=50 Region C=50 Region D1 =50 Region D2 =50 Region E=50 Region F=50 Region G=50	3 sessions	3 sessions for 3 days and for a duration of 6 hours per day in each Region. NGO to complete all sessions in all Regions in a period of 3 months.

Table 4: Gender and sexual orientation-based violence sensitization, education, and awareness programme

	Region	Intervention	Target group	Targeted No. of beneficiaries	Number of Sessions	Duration of sessions
	Region A, B, C, D1, D2, E, F and G	Men's (including boys) Sensitization Program on Gender Based Violence, sexual orientation-based violence & femicide, Gender equality and the impact of violence against women and children.	Men and boys	320 Targeted beneficiaries (40 Men per Region), broken into Regions as follows: Region A=40 Region B=40 Region C=40 Region D1 =40 Region D2 =40 Region E=40 Region F=40 Region G=40	Two different sessions for two different groups of 20 Men in each Region. 40 Men to be divided into two groups of 20 each per Region.	6 hours per session in each Region and the NGO to complete all sessions in all Regions in a period of 3 months.

Table 5: Economic Empowerment Programme for women and persons who identify as part of the LGBTQIA+ community.

No	Region	Intervention	Target group	Targeted No. of beneficiaries	Number of Sessions	Duration of sessions
1.	Region A, B C, D1, D2, E, F and G	Increase women's easy access to finance (through Development Finance Institutions) through a 1 full day seminar in all the seven Regions to support women and LGBTQI+ entrepreneurs, financial management and business information-sharing, brochures distribution and ensuring women 's access to Development Finance	women	400 women from all the 7 Regions broken down into Regions as follows: Region A=50 Region B=50 Region C=50 Region D1=50 Region D2=50 Region E=50 Region F=50	1 full day session	Each session to be for a duration of 6 hours the NGO to complete all sessions in all Regions in a period of 3 months.

		Institutions at the end of each seminar in each Region.		Region G= 50		
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Table 6: Accredited Skills Development programme

No	Region	Intervention	Target group	Targeted No. of beneficiaries	Number of Sessions	Duration of sessions
1.	A	Painting NQF Level 4	All above 18 years: PWD's, Homeless People, Women and Men and Ex Substance abuse users)	20	5 session 5 days per week in 4 months	8-hour session per day for five days a week in 4 months
2.	A	Plumbing NQF Level 3		20	5 session 5 days per week in 4 months	8-hour session per day for five days a week in 4 months
3.	A	Information Technology NQF Level 2		20	5 session 5 days per week in 4 months	8-hour session per day for five days a week in 4 months
4.	B	Boiler making NQF Level 2		20	5 session 5 days per week in 4 months	8-hour session per day for five days a week in 4 months
5.	B	Tyre Fixing NQF Level 2		20	5 session 5 days per week in 4 months	8-hour session per day for five days a week in 4 months
6.	B	Plumbing NQF Level 2		20	5 session 5 days per week in 4 months	8-hour session per day for five days a week in 4 months
7.	C	Carpentry NQF Level 2		20	5 session 5 days per week in 4 months	8-hour session per day for five days a week in 4 months
8.	C	Painting NQF Level 3		20	5 session 5 days per week in 4 months	8-hour session per day for five days a week in 4 months

9.	C	Glazing (Construction) NQF Level 3	20	5 session 5 days per week in 4 months	8-hour session per day for five days a week in 4 months
10.	D	Confectionary & Cooking NQF Level 2	20	5 session 5 days per week in 4 months	8-hour session per day for five days a week in 4 months
11.	D	Upholstery NQF Level 2	20	5 session 5 days per week in 4 months	8-hour session per day for five days a week in 4 months
12.	D	Ceiling Installation NQF Level 1	20	5 session 5 days per week in 4 months	8-hour session per day for five days a week in 4 months
13.	E	Electrical Training NQF Level 4	20	5 session 5 days per week in 4 months	8-hour session per day for five days a week in 4 months
14.	E	DSTV Installation NQF Level 3	20	5 session 5 days per week in 4 months	8-hour session per day for five days a week in 4 months
15.	E	Cell Phone Repairs	20	5 session 5 days per week in 4 months	8-hour session per day for five days a week in 4 months
16.	F	Cabinet Making NQF Level 3	20	5 session 5 days per week in 4 months	8-hour session per day for five days a week in 4 months
17.	F	Welding NQF Level 2	20	5 session 5 days per week in 4 months	8-hour session per day for five days a week in 4 months
18.	F	First Aid Training NQF Level 2	20	5 session 5 days per week in 4 months	8-hour session per day for five days a week in 4 months

19.	G	Geyser Installation & Repairs NQF Level 2		20	5 session 5 days per week in 4 months	8-hour session per day for five days a week in 4 months
20.	G	Plumbing NQF Level 2		20	5 session 5 days per week in 4 months	8-hour session per day for five days a week in 4 months
21.	G	Plastering NQF Level 3		20	5 session 5 days per week in 4 months	8-hour session per day for five days a week in 4 months

Table 7: Youth Development services (Youth Advisory Centre)

No	Region	Intervention	Target group	Targeted No. of beneficiaries	Number of Sessions	Duration of sessions
1.	B	Providing a package of Youth Advisory Centre (YAC) walk-in services viz: -Job preparedness -Curriculum Vitae (CV) preparation -Internet access for job hunting	Youth	1500 beneficiaries and 300 beneficiaries per Region with 100 new beneficiaries each month. The breakdown per Region is as follows: B=300(100 New beneficiaries each month)	8 hours per session for a period of 3 months.	5 days per week (8 hours per day)
2	C	;Basic Computer training and Profiling		Region C=300(100 New beneficiaries each month)	8 hours per session for a period of 3 months.	5 days per week (8 hours per day)
3	D			Region D=300(100	8 hours per session for a	5 days per week (8 hours per day)

				New beneficiaries each month)	period of 3 months.	
4	E			Region E=300(100 New beneficiaries each month)	8 hours per session for a period of 3 months.	5 days per week (8 hours per day)
5	G			Region G=300(100 New beneficiaries each month)	8 hours per session for a period of 3 months.	5 days per week (8 hours per day)

Table 8: Youth Development services (Life skills)

No	Region	Intervention	Target group	Targeted No. of beneficiaries	Number of Sessions	Duration of sessions
1	B	Life Skills programme (financial and business management)	Youth:	750 young people and 150 from each Region. The breakdown per Region is as follows: Region B=150	5 sessions in 5 days for eight hours which means is 5 days per beneficiary.	8 hours per day for 5 days. NGO to implement the program in 3 months
2	C			Region C=150		
3	D			Region D=150		
4	E			Region E=150		
5	G			Region G=150		

Table 9: Youth Development services (Moral Regeneration Programme)

No	Region	Intervention	Target group	Targeted No. of beneficiaries	Number of Sessions	Duration of sessions
1	B	Psychosocial support services for young people	Youth	600 beneficiaries and the breakdown per	5 sessions for 5 days in all the 5 Regions.	8 hours per session and all sessions to be completed within three months.

				Region is as follows: Region B=120		
	C			Region C=120		
	D			Region D=120		
	E			Region E=120		
	G			Region G=120		

Table 10: Services for Persons with Disabilities (Psychosocial support and empowerment for Persons with Disabilities and their families)

No	Region	Intervention	Target Group	Target No. of beneficiaries	No. of sessions	Duration of sessions
1	A	Psycho-social support and empowerment.	Persons with Disabilities and their families	169 beneficiaries (15 beneficiaries per group, and 2 groups from Region A, C, D and G.) The breakdown per Region is as follows: Region A=30(2 groups comprising of 15 beneficiaries each)	4 sessions per month	2 hours per session for 3 months.
2	B			Region B= 15 Beneficiaries.		
2	C			Region C= 30(2 groups comprising of 15 beneficiaries each)		

4	D			Region D= 30(2 groups comprising of 15 beneficiaries each)		
5	E			Region E= 15 Beneficiaries.		
6	F			Region F = 15 Beneficiaries.		
7	G			Region G =30(2 groups comprising of 15 beneficiaries each).		

Table 11: Services for Persons with Disabilities: (Skills of daily living for visually impaired or blind beneficiaries)

No	Region	Intervention	Target Group	Target No. of beneficiaries	No. of sessions	Duration of sessions
1	A, C, D and G	Skills of daily living for visually impaired or blind beneficiaries and provision of 3 assistive devices for each beneficiary (coin selector, signature template and liquid level indicator)	Visually impaired or blind beneficiaries.	48 (12 Visually impaired and blind beneficiaries per Region in 4 Regions). The breakdown per Region is as follows: Region A=12 Region C=12 Region D=12 Region G=12	8 sessions a month	2 hour a day, twice a week for 2 months.

Table 12: Social Support Package to Senior Citizens

No	Region	Intervention	Target group	Targeted No. of beneficiaries	No. of sessions	Duration of sessions
1	A	Promoting healthy lifestyle, social support, economic development, and nutrition.	Senior Citizens aged 60 and above	1400 beneficiaries broken down into Regions as follows: Region A=200 (2 NGOs per Region and each NGO to be allocated 100 beneficiaries)	2 sessions per week	2 hours per session conducted for 3 months.
3	B			Region B =200 (2 NGOs per Region and each NGO to be allocated 100 beneficiaries)	2 sessions per week	2 hours per session conducted for 3 months.
4	C			Region C=200 (2 NGOs per Region and each NGO to be allocated 100 beneficiaries)	2 sessions per week	2 hours per session conducted for 3 months.
11	D			Region D=200 (2 NGOs per Region and each NGO to be allocated 100 beneficiaries)	2 sessions per week	2 hours per session conducted for 3 months.
16	E			Region E=200	2 sessions per week	2 hours per session

				(2 NGOs per Region and each NGO to be allocated 100 beneficiaries)		conducted for 3 months.
17	F			Region F=200 (2 NGOs per Region and each NGO to be allocated 100 beneficiaries)	2 sessions per week	2 hours per session conducted for 3 months.
18	G			Region G=200(2 NGOs per Region and each NGO to be allocated 100 beneficiaries)	2 sessions per week	2 hours per session conducted for 3 months.