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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 2026 /27 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 2026.

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 2026-2027 financial year. The categories of services listed under Table 1 below are the services that will be requested. Organizations are encouraged to submit proposals for services that they can offer, so that they are able to perform as per Service Level Agreement (SLA). Please note the services listed under Table 1 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 within 30 days, after a valid invoice is received for the service rendered, the work done verified and the City has satisfied itself that the work has been delivered as per agreement and all supporting evidence provided as per grant agreement. There will be no upfront funding provided to organizations to start with the work.

3. ANNEXURE A (Application form on page 7 of this document please scroll down 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, roles and responsibilities, 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 2026 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 for organizations to read, understand, comment before signing 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 requirements under scope of work undertaken.

Organizations will be paid within 30 days, after a valid invoice is received for the service rendered, the work done verified and the City has satisfied itself that the work has been delivered as per agreement and all supporting evidence provided as per grant agreement. There will be no upfront funding provided to organizations to start with the work.

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 service provider may be required to attend meetings, consultations and other engagements related to the functions 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. NGOs completing application form under Annexure A must also attach the following documents

- 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 copy 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 where applicable
- Three (3) months bank statement in the name of the Organization
- Latest AGM report and the minutes of the AGM
- Recent audited financial statements
- 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 NomzamoMas@joburg.org.za

Alternatively contact:

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

Nomzamo Mashigo: Tel 011 062 6010 Cell number 083 749 6523 during office hours 8h00 to 16h00.

Briefing sessions will be held over two days as follows:

Venue: Braampark 33 Hoofd street Johannesburg 4th Floor Auditorium

Day 1: 01 October 2026 : NGOs applying for:

Managing displaced communities and homelessness as follows:

- Family Reunification Intervention for Homeless Persons who are still living and working on the streets and those temporarily accommodated in homeless shelters for sustainable community reintegration

Combat Gender based violence and Femicide as follows:

- Economic empowerment initiative for survivors of GBVF and affected community members.
- LGBTQIA+ Sensitization and Hate Crime, Education and Awareness programme

Senior Citizens Economic Development

- Income Generating programme focusing on:
- Knitting Detergent making, Beading ,Baking ,Candle Making and Sewing.

Day 2: 02 October 2026 NGOs applying for:

Support services for Persons with Disabilities which include:

- Orientation and Mobility (ONM) Training focusing on the visually impaired.
- Provision of wheelchairs to promote independence

Youth development programme

Focusing on:

- Health and Environmental Promotion and Awareness program targeting Youth.
- Youth Skill Training programme focusing on: Financial & Business Management, and Entrepreneurship & Business Plan Development

- Youth Moral Regeneration programme: Peer Education and Diversity Management services workshops.

Skills development programme

- Accredited skills training

RSVP for Briefing sessions with one of the following(during office hours 08h00 to 16h00):

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

Nomzamo Mashigo on NomzamoMas@joburg.org.za: Tel 011 062 6010 Cell number 083 749 6523 during office hours 8h00 to 16h00.

Bontle Gama on BontleG@joburg.org.za Tel: 011 062 6010 Cell number 070 417 9336
Selaelo Mohajane on SelaeloMo@joburg.org.za. Tel: 011 062 6010/Cell number 082 418 9093

Only one representative per NGO allowed and only those who have confirmed attendance through emails provided above or telephonically if there are challenges with emails.

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 16 October 2026.

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

Please Note:

Financial statements: Latest (1year) independently assessed or audited financial report will be accepted. 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.

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.

Organogram and List names of the management committee members and staff, including their designations, should be submitted, if not already included in the Constitution of the NPO.

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 2026/27 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	
Email address:		
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)	
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ANNEXURE B: PROPOSAL: (Please attach)

ANNEXURE C: PRICE: (Please attach)

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

Table 1: Family Reunification Intervention for Homeless Persons who are still living and working on the streets and those temporarily accommodated in homeless shelters for sustainable community re-integration.

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 intervention	Homeless persons still living on the streets, those accommodated in homeless shelters and those referred by organisations providing services to homeless people for sustainable community reintegration	200 street homeless persons who are on the streets and those who are shelter beneficiaries within the borders of the City of Johannesburg	1 Family Tracing, 1 Family Conferencing session and Family Reunification for each beneficiary	Immediate reunification for beneficiaries whose families are ready to accept. 72 hours turnaround time for beneficiaries whose families need to be traced.
Total Beneficiaries:				200 Beneficiaries		

Table 2: Economic empowerment initiatives for Survivors of GBVF and affected community members

No	Region	Intervention	Target group	Targeted No. of beneficiaries	No. of sessions	Duration of sessions
1.	A	Capacity building and income generating as efforts to reduce economic vulnerability and dependency GBVF survivors and affected community members will participate in 3 days entrepreneurship and business management training.	Survivors of GBVF and affected community members (men, women including LGBTQI+ persons)	45 Beneficiaries per Region and it is expected that Beneficiaries be divided into two groups, with 22 or 23 members in each group	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 within a period of 3 months.
2.	B					
3.	C					
4.	D1					
5.	D2					
6.	E					
7.	F					
8	G					
Total Beneficiaries					360	Beneficiaries

Table 3. LGBTQIA+ Sensitization and Hate Crime, Education and Awareness programme

No	Region	Intervention	Target group	Targeted No. of beneficiaries	No. of sessions	Duration of sessions
1.	A	Education and awareness programmes focusing of LGBTQIA+ Sensitization and hate crime: To promote understanding acceptance, and support for the LGBTQIA+ community, while also raising awareness about the prevalence and impact of hate crimes targeting individuals based on their sexual orientation or gender identity	LGBTQIA+ persons and the community they are existing in	40 Beneficiaries	Two different sessions for two different groups of 20 Beneficiaries in each Region. 40 Beneficiaries to be divided into two groups of 20 each per region.	6 hours per session in each Region and the NGOs to complete all sessions within a period of 3 months
2.	B			40 Beneficiaries		
3.	C			40 Beneficiaries		
4.	D1			40 Beneficiaries		
5.	D2			40 Beneficiaries		
6.	E			40 Beneficiaries		
7.	F			40 Beneficiaries		
8.	G			40 Beneficiaries		
Total Beneficiaries				320 Beneficiaries		

Table 4: Health and Environmental Promotion and Awareness program targeting Youth.

No	Region	Intervention	Target group	Targeted No. of beneficiaries	No. of sessions	Duration of sessions
1.	A	Day 1: Health promotion and healthy lifestyles (Topics: Introduction to health promotion; healthy living; nutrition and physical activity; personal hygiene; preventive health care; wellness and self-care). Day 2: Sexual and reproductive health education (Topics: HIV/AIDS and STI prevention; sexual and reproductive health and rights (SRHR), teenage pregnancy prevention, family planning awareness, healthy relationships). Day 3: Mental health and substance abuse prevention, access	Youth (Total of 312 Beneficiaries)	15 Beneficiaries per months, equates to 45 Beneficiaries in 3 months	1 week (5 days workshop) 8 hours per workshop for a duration of 5 days for 3 months	8 hours per workshop.
2.	B			15 Beneficiaries per months, equates to 45 Beneficiaries in 3 months		
3.	C			15 Beneficiaries per months, equates to 45 Beneficiaries in 3 months		
4.	D			15 Beneficiaries per months, equates to 45 Beneficiaries in 3 months		
5	E			14 Beneficiaries per months,		

		to support services).		equates to 42 Beneficiaries in 3 months		
6.	F	Day 4: Environmental education and climate action (Topics: environmental conservation,		15 Beneficiaries per months, equates to 45 Beneficiaries in 3 months		
7	G	climate change awareness, waste management and recycling, water conservation, biodiversity protection, sustainable development practices). Day 5: Community health and environmental Action (Topics: Community health promotion campaigns, Environmental clean-up Initiatives, community gardening and food security, youth volunteerism, environmental advocacy, development of community action plans.		15 Beneficiaries per months, equates to 45 Beneficiaries in 3 months		
Total Beneficiaries					312 Beneficiaries	

Table 5: Youth Development services (Financial and Business Management & Entrepreneurship and Business Plan)

No	Region	Intervention	Target group	Targeted No. of beneficiaries	No. of sessions	Duration of sessions
1.	B	Training of youth on financial and business management & Entrepreneurship and business plan	Youth (Total of 675 Beneficiaries)	135 (45 Beneficiaries per month)	3 days once-off sessions, once a week and all sessions to be completed in three months.	Each session for a duration of 8 hours and NGO to implement the program within 3 months
2.	C			135 (45 Beneficiaries per month)		
3	D			135 (45 Beneficiaries per month)		
4	F			135 (45 Beneficiaries per month)		
5	G			135 (45 Beneficiaries per month)		
Total Beneficiaries			675 Beneficiaries			

Table 6: Moral Regeneration Programme: Peer Education and Diversity Management services workshops

No	Region	Intervention	Target group	Targeted No. of beneficiaries	No. of sessions	Duration of sessions
1.	A	Day 1: Peer Education and Personal Development (Topics: Introduction to peer education, role of peer educators, communication skills, self-	Youth (Total of 300 Beneficiaries)	20 Beneficiaries per month, equates to 60 Beneficiaries in 3 months.	1 week (5 days workshop) 8 hours per workshop for a duration of 5 days	8 hours per workshop for a duration of 5 days
2.	B			20 Beneficiaries per month, equates to 60 Beneficiaries in 3 months.	5 days for 3 months.	

3.	C	awareness; self-esteem, ethics and responsible citizenship). Day 2: Life		20 Beneficiaries per month, equates to 60 Beneficiaries in 3 months.		
4.	D	skills and behavioral change (Topics: life skills development,		20 Beneficiaries per month, equates to 60 Beneficiaries in 3 months.		
5.	E	Decision making, problem solving, emotional intelligence,		20 Beneficiaries per month, equates to 60 Beneficiaries in 3 months.		
6.	F	behavioral change, substance abuse prevention, sexual and reproductive		20 Beneficiaries per month, equates to 60 Beneficiaries in 3 months.		
7.	G	health awareness). Day 3: Values training, conflict resolution and peacebuilding (Topics: constitutional values, ubuntu, integrity, respect and accountability, conflict		20 Beneficiaries per month, equates to 60 Beneficiaries in 3 months.		

		resolution techniques, mediation skills, peacebuilding, social cohesion and nation-building initiatives). Day 4: Leadership development and diversity management (Topics: Leadership skills, Youth leadership, team building, civic responsibility, diversity management, social inclusion, Human rights, cultural diversity and active citizenship). Day 5: Community engagement and social awareness (Topics: Anti bullying and anti-violence awareness; gender-based				
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		violence (GBV) prevention and awareness, community dialogue and Youth engagement; community action planning.				
Total Beneficiaries					300 Beneficiaries	

Table 7: Accredited Skills Development programme

No	Region	Intervention	NQF Level	Target group	Targeted no. of beneficiaries	No. of sessions	Duration of sessions
1.	A	General security practices (National Certificate)	NQF Level 3	Youth, Women, Men, PWD's, Homeless and Ex Substance Users.	40	8-hour session per day for a minimum of 3 days, depending on the requirements of the Qualification.	8-hour session per day for a minimum of 3 days a week in 4 Months
2.	A	Basic end user computing (Occupational Certificate)	NQF Level 3		25		
3.	B	Upholstery cover fitter and template maker (Occupational Certificate)	NQF Level 3		25		
4.	B	Electrical engineering (National Certificate)	NQF Level 3		25		
5.	C	Coded welding (Occupational Certificate)	NQF Level 2		25		

6.	C	Plumbing hand (Occupational Certificate)	NQF Level 3		25		
7.	D	Building and civil construction (National Certificate)	NQF Level 3		25		
8	D	Handcraft sewing (Occupational Certificate)	NQF Level 1		25		
9.	E	Handcraft sewing (Occupational Certificate)	NQF Level 1		25		
10.	E	Beauty and nail technology (National Certificate)	NQF Level 4		25		
11.	F	Coded welding (Occupational Certificate)	NQF Level 2		25		
12.	F	Upholstery cover fitter and template maker (Occupational Certificate)	NQF Level 3		25		
13.	G	Basic end user computing (Occupational Certificate)	NQF Level 3		25		
14.	G	Plumbing hand (Occupational Certificate)	NQF Level 3		25		
15.	Any	Pothole repair person (Occupational Certificate)	NQF Level 3		25		
		Total Beneficiaries			390 Beneficiaries		

Table 8: Services for Persons with Disabilities: Orientation and Mobility (ONM) Training)

No	Region	Intervention	Target group	Targeted No. of beneficiaries	No. of sessions	Duration of sessions
1.	A	Orientation and Mobility (ONM) training	Visually impaired beneficiaries.	5	Minimum of 8 training sessions per month and minimum 24 sessions for the whole 3-month training.	2-3 hours a day, twice a week for 3 months.
2.	B	focusing on the visually impaired and comprising		3		
3.	C	of a minimum of eight (8) structured		5		
4.	D	rehabilitation sessions per beneficiary over		5		
5.	E	a three (3) months period, including an		5		
6.	F	initial assessment, individual		5		
7.	G	rehabilitation plan, Orientation and Mobility training, Skills of Daily Living training, provision of white cane and other assistive devices like money identification template, talking watch, coin selector, liquid level indicator, threader and or		5		

		a radio (As per the beneficiary's needs) as well as progress monitoring, and a final competency assessment and report.				
Total Beneficiaries				33 Beneficiaries		

Table 9: Services for Persons with Disabilities: Access to assistive devices to promote independence

No	Region	Intervention	Target group	Targeted No. of beneficiaries	No. of sessions	Duration of sessions
1.	A	Provision of standard manual durable assistive wheelchairs to promote independence. Wheelchair suitability assessment to be done by a therapist registered with HPCSA wheelchair specifications are as follows: the devices must have arm rests, height adjustable footrests, must be a mild steel with durable upholstery, puncture proof standard and standard proof back tyres (Solid 24X1-	Persons With Disabilities	10	2 sessions per Beneficiary for pre-assessment and post assessment.	Provision of assistive devices to be completed within three months.
2.	B			10		
3.	C			10		
4.	D			10		
5.	E			10		
6.	F			10		
7.	G			10		

	3/8). It must be designed for rural and urban areas and be available in all sizes (12-20 inches). The wheelchair must have a loading weight of 16kg without wheels and 18,8kg with wheels and maximum user weight of 120kg. The seat width = 30cm-55cm, seat depth = 40cm and back height = 42cm. All wheelchairs should be easy to fold and accessible for transportation, must come standard with quick release mag wheels, armrests and adjustable footrests for easy storage purposes. They must have a heel strap, a cushion and must come with a warranty of 12 months.				
Total Beneficiaries				70 Beneficiaries	

Table 10: Income Generating Programme for Senior Citizens

No	Region	Intervention	Target Group	Target No. of beneficiaries	No. of sessions	Duration of sessions
1.	A	Income generating focusing on knitting and detergent making.	Senior citizens aged 60 and above	40 Beneficiaries	2 Sessions per week	2 hours per session conducted for 3 months
2.	B	Income generating focusing on beading and knitting		40 Beneficiaries		
3.	C	Income generating focusing on beading and knitting		40 Beneficiaries		
4.	D	Income generating focusing on Baking and Candle Making		40 Beneficiaries		
5.	E	Income generating focusing on Beading and Knitting		40 Beneficiaries		
6.	F	Income generating focusing on knitting and sewing.		40 Beneficiaries		
7.	G	Income generating focusing on Sewing and Detergent making		40 Beneficiaries		
Total Beneficiaries				280 Beneficiaries		