



## Request For Proposal

**Appointment of an independent Service Provider to conduct a Social Risk Assessment, Co-develop a Social Workplan, Grievance Mechanism, and deliver Human Rights Awareness Training for the East Coast Rock Lobster (ECRL) Fishery in Port St. Johns, Eastern Cape.**

Issued by: World Wide Fund for Nature South Africa (WWF)  
Reference: ZA06654 – Social Policy Implementation ECRL.

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Issued: November 2024

You are invited to submit a proposal based on the information contained in this request for proposal (RFP) for World Wide Fund for nature South Africa, hereinafter referred to as WWF.

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## 1. Introduction

WWF is seeking to engage a suitable service provider to undertake social science research in its programmatic body of work on a unique fishery improvement project (FIP) led by a small-scale fishing community in Port St Johns, Eastern Cape.

### **Appointment of an independent Service Provider to conduct a Social Risk Assessment, Co-develop a Social Workplan, Grievance Mechanism, and deliver Human Rights Awareness Training for the East Coast Rock Lobster (ECRL) Fishery in Port St. Johns, Eastern Cape.**

The World Wide Fund for Nature (WWF) is one of the world's largest and most respected independent conservation organizations with almost 6 million supporters and a global network active in over 100 countries. WWF's mission is to stop the degradation of the earth's natural environment and to build a future in which humans live in harmony with nature, by conserving the world's biological diversity, ensuring that the use of renewable natural resources is sustainable, and promoting the reduction of pollution and wasteful consumption.

WWF South Africa (WWF-SA) is a national office that is part of the global WWF network. We are a local Non-Government Organizations (NGOs) that for more than 50 years has worked towards the aim of inspiring all South Africans to live in harmony with nature, for the benefit of our country and the well-being of all our people.

WWF-SA looks to, inter alia, raise awareness of key environmental issues, socio-economic issues, and mobilizing consumer action through communications and campaign partnerships. In so doing promoting sustainable consumption and products, and actions that safeguard important ecosystems and endangered species.

The East Coast Rock Lobster (ECRL) resource sustains numerous livelihoods in South Africa's coastal communities off the Eastern Cape and KwaZulu-Natal provinces. The project aims to attain and maintain environmental and social sustainability for the ECRL FIP. To maintain social sustainability, the project must uphold human rights, fair and equitable labour practices as engraved in the South African Constitution and Bill of Rights. Evidence supporting the need for funding includes the reliance of coastal communities on the ECRL resource and the necessity of meeting customary rights as enshrined in both the national and international legal frameworks guiding social wellbeing and welfare. The project seeks to fully comprehend social risks in the ECRL fishery and devise sustainable measures to manage and mitigate such risks while promoting long-term environmental sustainability and community well-being.

Fishery Improvement Projects (FIPs) are considered a key tool for a stepwise approach to achieving focused environmental outcomes, especially as it relates to priority species and fishery sectors. As a means of addressing deficiencies in the fishery, FIPs are useful tools for bringing stakeholders together to: improve overall fishing practices; enhance the management of the fishery; establish critical partnerships; generate community support to inspire positive environmental change in South Africa fisheries. WWF-SA, brings together a wide range of fishery stakeholders in a collaborative approach to improve fishing practices, co-management of the fishery, and ensure implementation of social policy to meet Human Rights & Social Responsibility requirements in the ECRL FIP.

The East Coast Rock Lobster Social Policy Implementation project aims to collaborate with the Port St. Johns community to co-develop a legal mechanism for a community-led FIP targeting the East Coast Rock Lobster (*Panulirus homarus*) in South Africa. The project aims to meet the standards for social sustainability of the fishery, specifically reporting on Human Rights and Social Responsibility assessments on FisheryProgress (fisheryprogress.org is an online international platform for the repository of FIP information and sharing of progress of FIP implementation).

The project has three main objectives:

1. Undertake Social Risk Assessment (SRA) to inform the development and implementation of a Social Workplan that addresses identified social risks in the FIP.
2. Design a transparent Grievance Mechanism, grounded in existing legal frameworks, that is easily accessible and understandable to the fishing community.
3. Deliver comprehensive Human Rights Awareness Training to eight (8) small-scale fishing co-operatives with around 300 fishers.

## 2. General Information

### 2.1. The Request for Proposal (RFP) process

The RFP is expected to run as follows.

RFP Task	Date
Closing date for submission of proposal	29 November 2024
Acknowledge of receipt and interest to participate received by Primary participant	02 December 2024
WWF RFP review panel sitting	03 December 2024
Applicant engagement and reference checks	05 December 2024
Award work to successful bidder	06 December 2024
Contracting process with successful bidder	10 December 2024
Proposed Commencement/Implementation start date	03 February 2025

Note: WWF reserves the right to alter the dates listed above. Any such alterations shall be communicated to all parties that confirmed their intent to propose.

### 2.2. Primary Contact

Phillip Tjale, Fisheries Improvement Project Coordinator  
 Email: [ptjale@wwf.org.za](mailto:ptjale@wwf.org.za)

### 2.3. Response Format

Please use the layout below in your response and provide detailed written responses to the requirements and questions raised in this RFP. Each section in the response should be addressed individually. Responses should be prepared in a simple and straightforward manner, and in the format outlined below.

Response Outline:	
Chapter 1: Cover letter	Overall introduction to the proposal. Please clearly state your understanding of what is being asked and provide motivation of why you should be awarded the bid
Chapter 2: Executive summary	Overview of the proposed approach, scope, timeframes, team, experience and pricing breakdown.
Chapter 3: Review requirements delivery	Detailed approach and plan for conducting the review, recommendations, and action plan
Chapter 4: Output	Clear statement of outputs to be delivered and a table of relevant competencies, experience, and references. Where you have employed other opinion leaders for this review, please reference them as well and motivate their credibility as experts
Appendices	Company Profile BEE Status (Certificate or Affidavit) Bank Letter Tax Compliance Status letter with TCS PIN Contactable References

Items that were specifically asked, but not addressed in your response will be assumed as not available or not supported by your proposed solution. Comments should be included where the proposed application only partially satisfies the requirement, where the requirement is satisfied with a “work-around”, or when a third-party introduction or a customization would be required. Where information must be provided in narrative form, your response should be as clear and concise as possible. As stated above, the materials should be numbered, labelled, and sequenced to coincide with the format followed in this RFP. Please do not use marketing or public relations materials as the substance of a proposal. Generally, such materials should only be submitted as addenda to the substantive proposal.

### 3. Evaluation

- 3.1. Proposal(s) will be evaluated by an WWF internal review panel that will score your responses to the RFP. Bidder(s) may be invited for an interview where the panel requires clarity on the proposal(s).
- 3.2. The evaluation of proposals will be carried out in two phases. The proposals will be assessed in terms of competency and ability to deliver on the scope of work (Annexure 1) and then the

qualifying quote will be assessed in terms of price and BBBEE. WWF may also request applicants to pitch their proposal in reaching a final decision to award a contract.

3.3 The panel will use the following scoring matrix to evaluate your RFP response:

### Evaluation Criteria and Scoring

<b>1 - GENERAL INFORMATION</b>	<b>30</b>	<b>Score</b>
1.1 - COMPANY PROFILE	5	
1.2 - BEE INFORMATION AND TAX STATUS	5	
1.3 - PRICING INFORMATION	20	
<b>2 - RFP PROPOSAL REQUIREMENTS COMPLIANCE</b>	<b>40</b>	
2.1 – PERFORMANCE	5	
2.2 – FOCUS	10	
2.3 – NICHE POSITIONING	10	
2.4 – VIABILITY	10	
2.5 – INTERNAL	5	
<b>3 - REVIEW DELIVERY</b>	<b>30</b>	
3.1 - APPROACH AND VISION	10	
3.2 – EXPERIENCE	10	
3.3 – THOUGHT LEADERSHIP	10	

## 4. Terms and conditions

### 4.1. Confidentiality

All material, specifications, general assumptions, service level requirements, detailed information, and everything else supplied with this RFP remain the property of WWF and may be recalled as deemed necessary. You may not use any of the information contained in this RFP for any other purpose than to prepare information in response to this RFP, nor may you disclose such information to any person(s) other than employees of your company who are directly involved in the preparation of your Information, without prior written consent from WWF. Vendors participating in this RFP are expressly prohibited from any public release of information relating to this RFP or participation therein. Additionally, the successful vendor may not release details of the RFP or the resultant outcomes without prior approval from WWF’s management. Failure to adhere to this stipulation will result in the immediate disqualification of the vendor.

### 4.2. Contractual Obligations

This RFP does not commit WWF to award a contract or to pay any costs incurred in the preparations or submission of proposals, or costs incurred in making necessary studies for the preparation thereof or to procure or contract for services or supplies. WWF reserves the right to reject any or all proposals received in

response to this RFP and to negotiate with any of the vendors or other firms in any manner deemed to be in the best interest of WWF. WWF reserves the right to negotiate and award only a portion of the requirements; to negotiate and award separate or multiple contracts for the elements covered by this RFP in any combination it may deem appropriate, at its sole discretion to add new considerations, information or requirements at any stage of the procurement process, including during negotiations with vendors; and reject proposal of any vendor that has previously failed to perform properly or in a timely manner contracts of a similar nature, or of a vendor that, in the opinion of WWF, is not in a position or is not sufficiently qualified to perform the contract.

This RFP contains no contractual proposal of any kind, any proposal submitted will be regarded as a proposal by the vendor and not as an acceptance by the vendor of any proposal by WWF. No contractual relationship will exist except pursuant to a written contract document signed by the authorised procurement official of WWF and by the successful vendor(s) chosen by WWF Review Panel. WWF reserves the right to reject any or all information at its sole and absolute discretion. WWF also reserves the right to accept or reject the whole or a portion of an RFP response at its sole discretion, with the understanding that in the case of a partial acceptance or rejection, the accepted portion(s) may have to be separately negotiated with the vendor. WWF reserves the right to not furnish reason(s) for the acceptance or rejection of any or all bid(s) to this RFP.

#### **4.3. Dates**

All the dates that appear in this RFP reflect our stated intention. WWF reserves the right to change these dates, and where applicable, will renegotiate them with the relative vendor(s).

#### **4.4. Document Format**

Please submit your Information via e-mail and take note of the following:

- WWF has a 10MB limit on its email.
- If your quotation and presentations, brochures etc. are larger than 10MB we ask that you compress them with WinZip or send them in separate emails to ensure they arrive on time.

#### **4.5. Additional Information Required by Vendor**

Any requests for additional information not supplied with this Information must be submitted in writing or via e-mail to the Primary Contact. If deemed appropriate by WWF, responses to such requests will be provided. By submitting a request for additional information, a vendor acknowledges and agrees that WWF may distribute both the request and the answer (if there is one) to all prospective vendors.

Where deemed appropriate by WWF, vendors may be approached to provide more detail, including aspects not specifically covered in this RFP. Vendors maybe requested to provide product demonstrations of their proposed solution via a video conferencing facility.

#### **4.6. Non-Profit Organization Pricing**

We respectfully request that careful consideration be given for pricing for a non-profit organization. Whilst we are self-funded, we do rely on receiving heavy discounted pricing from our suppliers and service providers.

Discounts provided should be clearly indicated in your proposal for the initial purchase and for ongoing services thereafter. Please provide your schedule of charges in the Billing currency, exclusive of VAT. The evaluation procedure will consist of a formal, substantive, and financial assessment of the proposals received. Price is an important factor; however, it is not the only consideration in evaluating responses to this RFP. Detailed evaluation leading to a final selection or award may take several weeks.

#### **4.7. Pricing**

The price quotes shall be free of any tax (such as VAT) and duty. VAT should be itemized separately. Prices shall be final and not subject to revision from the time of entering into force of the contract until the end of contractual obligations.

Price quotes shall include any necessary service to be provided by the selected proposer (even if such services are not expressly enumerated) to ensure a satisfactory fulfilment of the contract, as well as any other expenses incurred by the selected proposer, e.g.travel, accommodation, daily subsistence, telecommunication, postal charges.

In no case may the selected proposer invoke a hiatus or an oversight in the description of the work components in the tender documents or claim inadequate explanations for seeking any price increase or any release from contractual liabilities.

The price must remain firm for the duration of the contract.

#### **4.8. Payment Terms**

The normal terms of payments are 30 days from invoice date (or similarly discounted payment terms if offered by vendors) upon satisfactory delivery of goods or performance of services and acceptance thereof by WWF. Vendors must therefore clearly specify in their proposals the payment terms being offered.

#### **4.9. Rejection of Proposals and Split Awards**

WWF reserves the right to reject any and all proposals if they are, inter alia:

- received after the deadline stipulated in the Request for Proposal
- not properly marked or addressed as required in the Request for Proposal;
- delivered to another location than the one required in the Request for Proposal;
- transmitted by facsimile.
- Unsolicited
- alternates proposal(s); or
- not otherwise in compliance with this Request for Proposal.

WWF also reserves the right to split an award between any vendors in any combination, as it may deem appropriate. If the proposal is submitted on a "all or none" basis, it should clearly state as so in the Proposal.

WWF retains the sole right to reject any or all proposal(s) without furnishing reasons to any or all bidder(s) that have responded to the RFP.

#### **4.10. Withdrawals and Modification of Proposals**

Proposals may be modified or withdrawn in writing, prior to the proposal closing time specified therein. Proposals may not be modified or withdrawn after that time.

#### **4.11. Errors in Proposal**

Vendors or their authorised agents are expected to examine any maps, drawings, specifications, circulars, schedules, and other instructions pertaining to the work, made available by WWF to the vendors for inspection. Failure to do so will be at the vendor's own risk. In case of error in the totalling of prices, the unit price will govern.

#### **4.12. General**

Vendors will bear all their own costs in relation to responding to this RFP, including but not limited to the preparation and submission of their offers. For the avoidance of doubt, whether WWF concludes an agreement with a vendor or not, the vendor will remain responsible for all its costs. WWF reserves the right to withdraw this RFP at any time. WWF further reserves the right to amend the terms of this RFP on reasonable notice to the prospective vendors.

### **5. Annexure 1: TERMS OF REFERENCE**

The East Coast Rock Lobster (ECRL) FIP aims to enhance the sustainability of the ECRL fishery by addressing environmental and social challenges. This ToR outlines the specific roles and responsibilities of an expert in social science research to contribute to the project's social sustainability requirements in the ECRL fishery. The service provider will support the ECRL FIP in achieving its social sustainability goals by conducting a Social Risk Assessment (SRA), developing a Social Workplan, establishing a Grievance Mechanism, and delivering Human Rights Awareness training to fishers in 8 small-scale fishing co-operatives within a 6 months period.

#### **5.1. Scope of work**

The service provider will be responsible for the following tasks:

##### **5.1.1. Social Risk Assessment (SRA):**

- Conduct a comprehensive SRA to identify potential human rights, social, and labour-related risks within the ECRL fishery.
- Utilize appropriate methodologies and tools to gather qualitative and quantitative data, including interviews, surveys, focus group discussions, and document reviews.
- Analyze the collected data to assess the severity, likelihood, and potential impact of identified risks.
- Develop a detailed SRA report outlining the findings, conclusions, and recommendations.

##### **5.1.2. Social Workplan:**



- Based on the SRA findings, develop a comprehensive Social Workplan that outlines strategies to manage, mitigate or eliminate identified risks.
- Prioritize identified risks and recommend resources accordingly.
- Establish clear timelines and performance indicators for each action plan.
- Develop a monitoring and evaluation framework to track progress and measure the effectiveness of the social workplan.

#### 5.1.3. Grievance Mechanism:

- Design a transparent, publicly accessible, and effective grievance mechanism that aligns with international standards and national legal frameworks.
- Develop clear procedures for timeous reporting, investigating, and resolving grievances.
- Establish a dedicated team to manage the grievance mechanism and ensure timely responses to complaints.
- Develop a system for monitoring and evaluating the effectiveness of the grievance mechanism.

#### 5.1.4. Human Rights Awareness Training:

- Develop and deliver comprehensive human rights awareness training programs tailored to the needs of fishers.
- Utilize participatory and interactive training methodologies to engage participants and facilitate learning.
- Develop training materials, including manuals, presentations, and handouts, in both English and isiXhosa.
- Conduct a post-training evaluations to assess the effectiveness of the training and identify potential areas for streamlining the training.

## 5.2.Outcomes

The service provider will deliver the following outputs:

- A comprehensive Social Risk Assessment report.
- A detailed timebound Social Workplan.
- A transparent step-by-step Grievance Mechanism (written in both isiXhosa and English).
- Human Rights Awareness training materials and reports (written and presented in both isiXhosa and English).
- Regular progress reports on the implementation of the Social Workplan and Grievance Mechanism.

## 5.3.Eligibility

This opportunity is available for organizations, (NGOs,), enterprises, independent consultants and/or consulting firms to apply.

### 5.3.1. Required expertise and qualifications

The consultant should have the following expertise:

- Advanced degree/diploma in social sciences, human rights, or a related field.
- Proven experience in conducting social risk assessments, developing social workplans, and designing grievance mechanisms.
- Strong understanding of national legal frameworks on human rights and social welfare.
- Exposure to the international standards on labour laws and practices
- Excellent analytical, problem-solving, and communication skills.
- Experience working with coastal communities and small-scale fisheries.
- Fluency in English and isiXhosa.

#### 5.4. Additional information required for proposal.

- A breakdown of the hourly tariff exclusive of value-added tax for services rendered. Expenditure incurred without the prior approval of the Project manager will not be reimbursed.
- In so far as possible, a comprehensive budget, showing the daily rates of all the staff to be involved in investigations and including all other costs factors.
- Please ensure that all cost items are charged as per deliverables.

#### 5.5. Deadline for proposal submission

- The deadline for the submission of quotations is **29 November 2024**.
- Proposals should be sent to Mr. Phillip Tjale, email [ptjale@wwf.org.za](mailto:ptjale@wwf.org.za)

Please quote the project name on the proposal.