



<b>Tender Ref #:</b>	COGTA (T) 17/2023	<b>Tender Description:</b>	Appointment of a service provider to provide Disaster Operations Centre Services to the National Disaster Management Centre from 01 April 2024 until 31 March 2027.
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**PART A – BID DETAILS**

- The Department of Cooperative Governance (hereunder referred to as the Department or DCOG) invites qualifying bidders to provide Disaster Operations Centre (DOC) services (also known as Joint Special Operational Command) to the National Disaster Management Centre from 01 April 2024 until 31 March 2027.
- Closing Date:** The bid closing date and time are indicated in the tender advertisement and bid documents (SBD-1). **Bids received after the closing date and time will not be accepted.**
- Briefing Session:** The briefing session date and time are indicated in the tender advertisement and bid documents. The Department cannot physically accommodate the expected number of bidders and the briefing will therefore be conducted online. Interested bidders must contact the SCM officials indicated below for the MS Teams link.
- Contact information:** Prospective bidders **may not under any circumstances** make contact with or engage any DCOG officials other than the officials indicated below on any matter related to this tender. Enquiries must be directed to all the officials below. Enquiries sent to the DCOG officials below will be routed to the relevant employees and responses will be coordinated and provided by the officials indicated below.

ENQUIRIES		
<b>Name:</b>	Nomvula Ntuli	Siviwe Ndaliso
<b>e-mail:</b>	<a href="mailto:t17.2023@cocta.gov.za">t17.2023@cocta.gov.za</a>	

**The Department reserves the right to disqualify any bidder that makes contact with or directly engages any other DCOG employee on matters / enquiries / questions related to this tender.**

- Project duration:** Successful bidders will be appointed for a period of three years (01 April 2024 until 31 March 2027).
- Bid / Proposal format**

Bidders should submit their proposals, to comprise four volumes, clearly marked as set out below:

**Volume 1: Marked “Bid Documents”**

- National Treasury Central Suppliers Database (CSD) report, not older than 30 days ([www.csd.gov.za](http://www.csd.gov.za)).
- Tax compliance documentation.
- Valid B-BBEE certificate issued by a SANAS accredited verification agency or sworn affidavit.
- SDBs 1, 3.2, 4 and 6.1 all other required SCM documents.

**Volume 2: Marked “Functional Evaluation Stage 1: Summary of the Bidders experience”**

The following must be submitted – :

- 2.1 The profile indicating expertise in the provision of the listed key performance areas and deliverables.
- 2.2 List of similar projects contracted / completed.
- 2.3 Reference letters with contact details of previous projects contracted / completed.

**Volume 3: Marked “Functional Evaluation Stage 2: Proposal and Project execution”**

The following must be submitted – :

- 3.1 Project proposal and execution plan addressing the scope, listed key performance areas and deliverables.
- 3.2 Proposed DOC organizational structure link to the listed key performance areas and deliverables.
- 3.3 The competencies of the DOC team members (employed / to be employed), showing the person’s qualification(s), skills, expertise and experience.

**Volume 4: Marked “Pricing proposal information”**

- 4.1 The price proposal must include 15% VAT and must be fully inclusive to deliver all goods, services and outputs indicated in the terms of reference.
- 4.2 The price proposal must be fixed and itemised per KPI listed in the KPAs.

**PART B –ADMINISTRATIVE REQUIREMENTS AND SPECIFIC GOALS**

**General principle:** In cases where bidders submitted insufficient evidence or where evidence is ambiguous, bidders may be requested to provide additional evidence and may be re-scored based on this information. Additional information submitted may only be used as evidence to substantiate what is already contained in the proposal. **The costing and content of proposals may not be amended under any circumstances.**

**1. BID DOCUMENTS – To be verified by SCM**

Only bids that comply with all mandatory administrative requirements and that submitted all required bid documents (**acceptable bids**) will be considered during the functional evaluation phase. Only acceptable bids will therefore be scored by the Bid Evaluation Committee against the functional criteria indicated in Part C

SCM ADMINISTRATIVE COMPLIANCE CHECKLIST		
#	Criteria	Yes / No
1.1	In Volume 1: Marked “Bid Documents”. Supplier is registered on the National Treasury Central Suppliers Database (CSD) on or before bid closing date.	
1.2	In Volume 1: Marked “Bid Documents”. Supplier is Tax Compliant (as indicated on CSD) <sup>1</sup> or verified through SARS <sup>1</sup>	
1.3	In Volume 1: Marked “Bid Documents”. Supplier has a valid B-BBEE certificate issued by a SANAS accredited verification agency or a sworn affidavit <sup>2</sup> .	
1.4	In Volume 1: Marked “Bid Documents”. SBD 1 completed and submitted.	
1.5	In Volume 1: Marked “Bid Documents”. SBD 4 completed and submitted.	
1.6	In Volume 1: Marked “Bid Documents”. SBD 6.1 completed and submitted.	
1.7	In Volume 1: Marked “Bid Documents”. SBD 6.2 completed and submitted (if applicable)	
1.8	Volume 2: Marked “Functional Evaluation Stage 1: Summary of the Bidders experience	
1.9	Volume 3: Marked “Functional Evaluation Stage 2: Proposal and Project execution”	
1.10	Volume 4: Marked “Pricing proposal information”	

*Note 1: Bidders that are not tax compliant on the closing date for bids or at any time subsequent to the closing date, must rectify their tax compliance status within 7 working days of being requested to do so. Bidders that remain tax non-compliant after 7 working days of being requested to rectify their tax status, will be disqualified.*

Note 2: Failure to submit a valid B-BBEE certificate issued by a SANAS accredited verification agency or a sworn affidavit will not disqualify the bidder. Consortia or joint ventures must take note of the relevant sections of SBD 6.1 regarding requirements for B-BBEE certificates.

**2. VERIFICATION OF INFORMATION PROVIDED – To be verified by SCM**

**No bids will be considered from:**

1. Individuals in the service of the State.
2. Organisations with directors (whether remunerated or not) in the service of the State.

Where exceptions are allowed in terms of the applicable legislation, the bidder must attach an approved and valid Remunerative Work Outside of the Public Service (RWOPS). This clause does not apply to bidders that are government departments/entities.

The Department reserves the right to use the information provided by bidders to engage banks, credit rating agencies and the relevant government institutions to obtain information on credit records, criminal records, pending court cases, etc. Suppliers that show a history of poor financial/credit management and/or criminal behaviour will not be considered. The same will apply to the key team members as well as all directors / owners.

The Department reserves the right to apply the following criteria only to shortlisted / recommended bidders. Bidders must meet all four criteria below:

<b>SCM ADMINISTRATIVE COMPLIANCE CHECKLIST</b>		
<b>#</b>	<b>Criteria</b>	<b>Yes / No</b>
2.1	Team members, Director(s)/Owner(s) have not been convicted on charges related to fraud, corruption or violent/abusive behaviour.	
2.2	Bidder and team members, Director(s)/Owner(s) do not have a history of poor financial / credit management.	
2.3	No team members, Director(s)/Owner(s) in the service of the state, or approved RWOPS attached where in the service of the state. This clause does not apply to bidders that are government departments/entities.	
2.4	SBD forms or subsequent enquiries did not reveal any information or past practices that prohibits the supplier from conducting business with the state.	

**3. SPECIFIC GOALS – To be verified by SCM**

<b>The specific goals allocated points in terms of this tender</b>	<b>Number of points allocated (80/20 system) (To be completed by the organ of state)</b>	<b>Number of points claimed (80/20 system) (To be completed by the tenderer)</b>
<b>BEE Compliance Based on Section 10 of the BBEE Act (Act 53 of 2003 as amended by Act 46 of 2013)</b>	<b>8</b>	
	Level 1= 8 pts Level 2 = 7 pts Level 3=6 pts Level 4= 5 pts Level 5= 4 pts Level 6= 3 pts Level 7= 2 pts Level 8= 1 pt Non-compliant contributor= 0	
<b>Black ownership (51% or more)</b>	<b>4</b>	
<b>Women ownership (51% or more)</b>	<b>4</b>	
<b>Youth</b>	<b>3</b>	
<b>Disability</b>	<b>1</b>	

#### 4. PART C – FUNCTIONAL EVALUATION – To be evaluated by the BEC

**General principle:** In cases where bidders submitted insufficient evidence or where evidence is ambiguous, bidders may be requested to provide additional evidence and may be re-scored based on this information. Additional information submitted may only be used as evidence to substantiate what is already contained in the proposal. **The costing and content of proposals may not be amended under any circumstances.**

Each Bid Evaluation Committee (BEC) member will evaluate acceptable bids based on the proposals and bid documents submitted. The scoring system listed in functional evaluation for stage 1 & 2 will be applied to evaluated functionality of the bid proposal.

The **Score obtained for each criterium** will be calculated by multiplying the score awarded by a BEC member by the weight for that criterium. The **overall score for a BEC member** will be expressed as a percentage (Total weighted score divided by the maximum possible score, then multiplied by 100). The **overall score obtained by a bidder** will be the average of overall scores awarded by BEC Members (rounded to the nearest whole number). Only Bidders that received **the indicated minimum overall scores** will proceed to Part D – Price Evaluation and Award.

Bidders must meet the minimum overall score for a particular stage to proceed to the next stage and only bidders that met the minimum overall scores for both stages will proceed to Part D – Price Evaluation.

The Bid Evaluation Committee may:

- Evaluate and score bids based on the bid documents and proposals submitted; or
- Provisionally evaluate and score bidders based on proposals submitted and then invite bidders that met all mandatory administrative requirements to present their bids.

The final evaluation and scoring of bids will be based on the proposals submitted, as well as on information provided by bidders during bid presentations (if applicable). Presentations can be used to summarise and clarify bids and may not substantially depart from the proposals submitted.

If a bidder is unable to attend a bid presentation on the date requested by the Bid Evaluation Committee, then the bidder must be afforded another opportunity within 5 working days. If a bidder is for a second time unable to attend a bid presentation then the bid must be evaluated based on the bid documents and proposals submitted only.

#### 5. FUNCTIONAL EVALUATION STAGE 1

##### STAGE 1 CRITERIA

1.1	Company profile indicating expertise in the provision of the listed key performance areas, key performance indicators and deliverables	Weight	15
<b>Description</b>			<b>Score</b>
No company profile was provided			0
The expertise of the bidder, set out in the submitted company profile, are related to 4 or less of the listed Key Performance Areas.			1
The expertise of the bidder, set out in the submitted company profile, are related to 5 of the listed Key Performance Areas.			2
The expertise of the bidder, set out in the submitted company profile, are related to 6 of the listed Key Performance Areas.			3
The expertise of the bidder, set out in the submitted company profile, are related to all 7 Key Performance Areas.			4

<b>1.2</b>	List of similar projects contracted / completed	<b>Weight</b>	<b>5</b>
<b>Description</b>			<b>Score</b>
No list provided / no similar DOC projects contracted / completed			0
List provided shows 1 similar DOC successful project contracted / completed			1
List provided shows 2 similar successful DOC projects contracted / completed			2
List provided shows 3 similar successful projects DOC contracted / completed			3
List provided shows ≥ 4 similar successful DOC projects contracted / completed			4

<b>1.3</b>	Reference letters with contact details of previous projects contracted / completed	<b>Weight</b>	<b>5</b>
<b>Description</b>			<b>Score</b>
No reference letter(s) submitted			0
1 Signed reference letter with contact details submitted			1
2 Signed reference letters with contact details submitted			2
3 Signed reference letters with contact details submitted			3
≥ 4 Signed reference letters with contact details submitted			4

### **STAGE 1 SCORING SUMMARY**

Criterion	Weight	Score	Weighted score	Maximum possible score
1.1	15			60
1.2	5			20
1.3	5			20
<b>TOTAL</b>	<b>25</b>	<b>-</b>		<b>100</b>
<b>Overall Score (Total Weighted Score / 100)</b>			<b>%</b>	<b>--</b>
<b>Minimum qualifying overall score</b>			<b>70%</b>	

## **6. FUNCTIONAL EVALUATION STAGE 2**

### **STAGE 2 CRITERIA**

<b>2.1</b>	Project proposal and execution plan addressing the scope, listed key performance areas, key performance indicators and deliverables	<b>Weight</b>	<b>12</b>
<b>Description</b>			<b>Score</b>
No project proposal or project execution plan submitted			0
Project proposal and execution plan submitted do not address all the listed 7 key performance areas, key performance indicators and deliverables			1
Project proposal and execution plan submitted address all of the listed 7 key performance areas, key performance indicators and deliverables			2
Project proposal and execution plan submitted address all of the listed 7 key performance areas, key performance indicators and deliverables and also provide details on activities, timeframes, resources allocated & budget allocated.			3
Project proposal and execution plan submitted address all of the listed 7 key performance areas, key performance indicators and deliverables and also provide details on activities, timeframes, resources allocated, budget allocated and as well as the risks to be managed to complete the project.			4

<b>2.2</b>	Proposed DOC organizational structure delivers on the listed key performance areas, key performance indicators and deliverables	<b>Weight</b>	<b>8</b>
<b>Description</b>			<b>Score</b>
No proposed DOC organisational structure provided			0
The proposed DOC organizational structure provided delivers on 4 or less of the listed key performance areas, key performance indicators and deliverables.			1
The proposed DOC organizational structure provided delivers on 5 of the listed key performance areas, key performance indicators and deliverables			2
The proposed DOC organizational structure provided delivers on 6 of the listed key performance areas, key performance indicators and deliverables			3
The proposed DOC organizational structure provided delivers on 7 of the listed key performance areas, key performance indicators and deliverables			4

<b>2.3</b>	The competencies of the DOC team members (employed / to be employed), showing the person's qualification(s), skills, expertise and experience	<b>Weight</b>	<b>5</b>
<b>Evaluation</b>			<b>Score</b>
No proposed DOC team members competencies provided.			0
The proposed DOC team members' competencies to be deployed in the DOC organizational structure position requirements delivers on 4 or less of the listed key performance areas, key performance indicators and deliverables.			1
The proposed DOC team members' competencies to be deployed in the DOC organizational structure position requirements delivers on 5 of the listed key performance areas, key performance indicators and deliverables.			2
The proposed DOC team members' competencies to be deployed in the DOC organizational structure position requirements delivers on 6 of the listed key performance areas, key performance indicators and deliverables.			3
The proposed DOC team members' competencies to be deployed in the DOC organizational structure, position requirements all the listed key performance areas, key performance indicators and deliverables.			4

**STAGE 2 SCORING SUMMARY**

<b>Criterion</b>	<b>Weight</b>	<b>Score</b>	<b>Weighted score</b>	<b>Maximum possible score</b>
2.1	12			48
2.2	8			32
2.3	5			20
<b>TOTAL</b>		-		<b>100</b>
<b>Overall Score (Total Weighted Score / 100)</b>			<b>%</b>	<b>--</b>
<b>Minimum qualifying score</b>			<b>70%</b>	

**PART D – PRICE EVALUATION AND AWARD– To be evaluated by the BEC**

Only bids that met all administrative requirements and the minimum functional requirements will be evaluated in terms of the provisions of the Preferential Procurement Framework Act and related regulations – see attached bid documents. The evaluation method 90/10 and preference points allocation applicable to this bid are indicated in the attached SBD 6.1.

## **PART E –SPECIAL CONDITIONS AND CONTRACT MANAGEMENT**

### **1. SPECIAL CONDITIONS APPLICABLE TO THIS BID**

- 1.1. The Department may, at its sole discretion, cancel this bid.
- 1.2. The period of thirty days (30 days) referred to in the General Conditions of Contract paragraph 27.2 applies. If the service provider is found to have engaged in fraudulent activities or caused the Department to incur irregular expenditure, the Department reserves the right to cancel the bid and any subsequent SLA with immediate effect. Repercussions for the conduct of the Service Provider referred to above may include blacklisting of the Service Provider thus preventing them from doing business with government for a period of 10 years.
- 1.3. The Department may, at its own discretion, require that each employee of appointed services providers as well as each contractor or other participant, sign a code of conduct to promote ethical behaviour. The Department may, at its sole discretion, prohibit any person found to be in breach of such code of conduct from further participation or involvement in the project.
- 1.4. Additional conditions for an applicant who would like to apply as a Consortium / Joint Venture. It is recognized that applicants may wish to form consortia or joint ventures to respond to this bid. The following guidelines apply:
  - Bidders are prohibited from being part of more than one consortium / joint venture and to submit an individual bid and a bid as part of a consortium / joint venture;
  - One of the members shall be nominated by the others as authorised to be the lead applicant and this authorisation shall be included in the agreement entered between the consortium members;
  - The lead applicant in the Consortium or Joint Venture must satisfy all the administrative requirements contained in the ToR and submit all the relevant documents necessary to meet the minimum requirements of the applications;
  - Other members of a consortium or a joint venture must comply with the requirements in line with Service Provider Funding Policy prescripts for the respective Service Provider categories;
  - The consortium/joint venture submission must be signed-off by each institution/organisation to be legally binding on all consortium members;
  - The lead applicant shall be the only authorised party to make legal statements, communicate with the department, and receive instructions for and on behalf of all the members of the consortium;
  - The lead applicant shall be held responsible for the delivery of services and for meeting conditions outlined in this bid;
  - A copy of the agreement entered and signed by all members of the consortium or joint venture shall be submitted with the consortium proposal indicating the respective responsibilities of each party; and
  - Indicate how the joint venture/ consortium will be managed in the event of a dispute arising during the implementation period of the programme (Provide a contingency plan of managing any possible conflicts).
- 1.5. The DCOG reserves the right to award the contract in part based on the affordability of the respective deliverables cost structure.

### **2. CONTRACT MANAGEMENT**

- 2.1. The successful bidder will be required to enter into a service level agreement (SLA) with the Department of Cooperative governance. The National Treasury General Conditions of Contract (GCC) will form part of the SLA to be concluded between DCOG and the successful bidder.

- 2.2. The SLA will include project assignments that will address each of the project deliverables. The SLA must further establish a Project Steering Committee to manage, monitor and oversee the project such as:
- Ensure that services are rendered timeously;
  - Render a quality assurance function; and
  - Ensure that the project remains within the allocated budget.
- 2.3. The SLA will include a detailed payment schedule. Payments will therefore only be approved and processed on the basis of the achievement of deliverables as per the implementation plan and/or project plan and related performed project tasks.
- 2.4. If the parties (the Department and the appointed service provider) are unable to reach agreement on the special conditions of contract (SLA) after a period of 14 calendar days of the date on which the bid award is communicated to the service provider, then the Department reserves the right to cancel the award to the service provider and to appoint another service provider.
- 2.5. Bidders should note that:
- All information related to this bid, or information provided to the service provider subsequent to the award of this bid, must be treated as confidential and may not be disclosed in any way to third parties without the explicit written consent of DCOG;
  - All rights, title and ownership of any Intellectual Property developed by or for the Service Provider or DCOG independently and outside of execution/production of the Deliverables related to this bid and provided during the course of this project (“Background IP”) shall remain the sole property of the party providing the Background IP;
  - The Service Provider will be subjected to vetting;
  - To the extent that the Service Provider utilises any of its Background IP in connection with the Deliverables, such Background IP shall remain the property of the Service Provider and DCOG shall acquire no right or interest therein. Service Provider shall grant DCOG a non-exclusive, royalty-free, non-transferable licence to use such Background IP strictly for purposes of making beneficial use of the Deliverables into which such Background IP has been incorporated;
  - All Intellectual Property rights developed as part of providing the deliverables are or will be vested in and owned by DCOG unless specifically agreed otherwise in writing. The Service Provider agrees that it shall not, under any circumstances, question or dispute the rights and ownership of DCOG in and to the deliverables. DCOG shall grant the Service Provider a non-exclusive, royalty free, non-transferable licence to use the Bespoke Deliverables for the purpose of performing its obligations under this project;
  - The Service Provider may not publish or sell, in whole or in part, any Bespoke Deliverables emanating from this project without the explicit written consent of DCOG;
  - The Copyright of any Bespoke Deliverables shall vest in DCOG; and
  - Data and information collected during the project remains the property of the DCOG and may not be used, shared or disclosed to any third party before the NDMC provide permission thereto. All data and information collected must be saved in the NDMC cloud facilities in the format required by the NDMC.
- 2.6. No amendments to the SLA or any variation, waiver, relaxation or suspension of any of the provisions thereof shall have any force or effect, unless reduced to writing and signed by both parties.

## **PART F – DETAILED REQUIREMENTS**

### **1. Purpose of assignment**



- 1.1 The National Disaster Management Centre (NDMC) seeks to appoint a suitable service provider from 01 April 2024 until 31 March 2027 to provide Disaster Operations Centre (DOC) services to the NDMC by fulfilling the functional requirements as listed.

**2. Introduction and background**

- 2.1 The National Disaster Management Centre (NDMC), is a program located within DCOG. The objective of the NDMC is to promote an integrated and coordinated system of disaster management.
- 2.2 The NDMC is responsible for a functional Disaster Operation Centre (DOC)(also referred to as the Special Joint Operational Command) as per the National Disaster Management Framework of 2005 for facilitating disaster response management planning and operations and multidisciplinary strategic management and coordination of disaster operations. The DOC is primarily responsible for supporting the disaster preparedness, response and recovery function of the NDMC.
- 2.3 The Development Bank of South Africa (DBSA), till 31 March 2024, through a MOA it concluded with the DCOG, provides the NDMC with human resources to staff the DOC and perform its functions.

**3. Problem Statement**

- 3.1 DOC operations require dedicated human resources structured in a fit-for-purpose hierarchy that has the requisite strategic leadership and technical expertise to give direction and manage daily DOC operations to deliver on a set of key performance areas.
- 3.2 The NDMC cannot maintain the functionality of the current DOC using its existing staff complement, following the termination of the Memorandum of Agreement with the Development Bank of South Africa on 31 March 2024.
- 3.3 As such, for the NDMC to maintain the operational functioning of the DOC after 31 March 2024, the DCOG needs to appoint a suitable service provider to render the DOC services listed in this ToR from 1 April 2024 to 31 March 2027.

**4. Scope of the assignment**

- 4.1 The appointed service provider will plan and provide the listed DOC services in line with the requirements set out in the following Key Performance Areas (KPAs).
- 4.2 **KPA 1: DOC organisational structure**  
The appointed service provider will plan, establish, provide and maintain a DOC organizational structure to be based at the NDMC DOC facilities, for up to 26 DOC operational positions that is integrated into the NDMC personnel structure to deliver on the DOC operational performance areas.
- 4.3 **KPA 2: DOC operations performance areas.** The service provider shall provide a full suite of DOC services to the requirements of the NDMC and where applicable tools of trade, which may include but is not limited to the items listed below:

Key Performance Areas	Key Performance Indicator
<b>4.3.1 KPA 2.1: Preparedness</b> Provide DOC services in relation to contingency planning, databases on stockpiling of equipment	Facilitate the development and updating of multi-hazard disaster preparedness plans by provinces and national organs of state.

Key Performance Areas	Key Performance Indicator
and supplies, and associated training and field exercises.	Development, update and facilitate implementation of the national Multi-hazard disaster preparedness and contingency plans
	Develop and maintain databases on stockpiling of equipment and supplies,
	Develop, implement and review Standard Operating Procedures to govern work arrangements of the DOC in support of the NDMC
	Coordinate preparedness exercises, including evacuation drills, training and the establishment of area-based support systems to ensure a rapid and effective response to disasters through engagements with relevant organs of state and stakeholders.
	Coordinate and facilitate disaster preparedness by organs of state
	Coordinate hazard awareness communication to potentially affected communities
<b>4.3.2 KPA 2.2: DOC Activation:</b> Provide DOC services in relation to mobilize stakeholders to staff and operate in the DOC and broader coordination mechanism established for impending or classified disasters	Activate the DOC and mobilize resources to function in the respective Coordination Committees and task teams (Cluster) Establishing and maintaining situational awareness Coordinate early action to maximize life safety Deployment of NDMC DOC team to provide support to the provinces on preparedness and response efforts as and when required.
<b>4.3.3 KPA 2.3: Classification of disasters</b> Provide DOC services in relation to conducting initial onsite assessments	Support the completion of initial (onsite) assessments to determine if an occurrence should be regarded as a disaster
<b>4.3.4 KPA 2.4: DOC Operational Coordination:</b> Provide DOC operational coordination services during classified disasters	Coordinate Immediate relief to the affected community
	Coordinate recovery measures to improve the functioning of an affected community
	Management and coordination of National States of Disaster (NSOD) following a multi-hazard approach based on established response goals and objectives set out in an Incident Action Plan (IAP) for a specific operational period. In this regard the DOC must support the NDMC to, understand the 'situation'.
	Support the NDMC to coordinate the establishment and activation of Technical Task Teams operating under the Extended National Joint Coordination Committee(s), and provides secretarial support to all the Extended National Joint Coordination Committee(s) meetings to ensure that implementation of intervention measures across sectors occur effectively in line with the approach adopted by government to address all the phases of the applicable disaster [i.e (i) immediate humanitarian relief, (ii) stabilization and recovery and (iii) rehabilitation and reconstruction].

Key Performance Areas	Key Performance Indicator
	Coordinate and activate joint operation structures to respond to various hazards and disasters
<b>4.3.5 KPA 2.5: Rehabilitation and Reconstruction</b> Provide DOC services in relation to coordination of funding arrangements for the rehabilitation and reconstruction of disasters	Collation and coordination of assessment reports for immediate relief and rehabilitation
	Support the NDMC in the analysis of assessment reports and business plans
	Support the NDMC to conduct onsite visits, monitoring reporting and report analysis, for disaster funded projects.
	Support the development of and implementation of post-disaster review reports
<b>4.3.6 KPA 2.6: Reporting, Information Management and Knowledge management</b> Provide DOC services in relation to preparing reports and presentations, manage information and storing information	Collate information from provinces and relevant stakeholders and prepare daily and weekly situational reports for the executive and relevant structures including regular updates as and when required.
	Support Geographical Information services
	Assess submitted reports, Coordinate and conduct disaster assessments, regular collation of information and reporting by relevant organs of state after consultation with the NDMC.
	Optimize the use of available NDMC ICT systems and software into DOC services
	Establish and maintain a knowledge management system
<b>4.3.7 KPA 2.7: DOC deactivation:</b> Provide DOC services in relation to demobilization of stakeholders and the DOC	Deactivate the DOC and demobilize resources

## 5. Deliverables and time frames

The service provider and the NDMC will conclude a Service Level Agreement to set out the performance requirements and deliverables in terms of the two KPAs listed in the scope of the assignment.

### 5.1 KPA 1: DOC operational structure

5.1 The appointed service provider planned, established, provided and maintained a DOC staff hierarchy based at the NDMC DOC facilities, for up to 26 DOC operational positions that is integrated into the NDMC personnel structure to deliver on the DOC operational performance areas.

### 5.2 KPA 2: DOC operations performance areas.

The service provider provided a full suite of DOC services in terms of a Service Level Agreement which included but is not limited to the items listed below:

Key Performance Areas	Key Performance Indicator	Deliverables/ Outputs	Frequency
<b>5.2.1 KPA 2.1: Preparedness</b> Provide DOC services in relation to contingency	Facilitate the development and updating of multi-hazard disaster preparedness plans by provinces and national organs of state.	<ul style="list-style-type: none"> <li>• Templates and guidelines for the multi-hazard disaster preparedness plans;</li> <li>• Engagements (meetings, workshops, correspondences, etc.</li> </ul>	Twice a year for the summer and winter seasons

Key Performance Areas	Key Performance Indicator	Deliverables/ Outputs	Frequency
planning, databases on stockpiling of equipment and supplies, and associated training and field exercises.		<ul style="list-style-type: none"> <li>with responsible PDMCs and national organs of state)</li> <li>Plans submitted by organs of state</li> </ul>	
	Development, update and facilitate implementation of the national Multi-hazard disaster preparedness and contingency plans	<ul style="list-style-type: none"> <li>Template and guideline for the national multi-hazard disaster preparedness plan;</li> <li>Consolidated national Multi-hazard disaster preparedness and contingency plans</li> </ul>	Once a year
	Develop and maintain databases on stockpiling of equipment and supplies	<ul style="list-style-type: none"> <li>Stockpile databases of equipment and supplies</li> </ul>	Ongoing
	Develop, implement and review Standard Operating Procedures to govern work arrangements of the DOC in support of the NDMC	<ul style="list-style-type: none"> <li>Standard Operating Procedures implemented</li> </ul>	Ongoing
	Coordinate preparedness exercises, including evacuation drills, training and the establishment of area-based support systems to ensure a rapid and effective response to disasters through engagements with relevant organs of state and stakeholders.	<ul style="list-style-type: none"> <li>Engage (communique, meetings, etc.) provinces and organs of state on the undertaking of provincial and sectoral exercises as per their respective mandates</li> <li>Arrange and facilitate preparedness exercises</li> <li>Prepare reports on preparedness exercises</li> <li>Facilitate submission of situational reports by relevant organs of state (email, virtual meetings, WhatsApp messages)</li> </ul>	<p>Once per month (Desktop exercise)</p> <p>Twice a year (Physical exercise)</p>
	Coordinate and facilitate disaster preparedness by organs of state	<ul style="list-style-type: none"> <li>Engage provinces and organs of state likely to be affected once level 5 -10 early warnings have been issued through meetings, communique, etc.</li> <li>Facilitate submission of situational reports by relevant organs of state (email, virtual meetings, WhatsApp messages)</li> <li>Analyze submitted situational reports</li> <li>Monitor early action taken</li> </ul>	As and when there is a need (disastrous events occurring and those threatening to occur)
	Coordinate hazard awareness communication to potentially affected communities	<ul style="list-style-type: none"> <li>Facilitate early action awareness messaging in collaboration with</li> </ul>	As and when there is a need

Key Performance Areas	Key Performance Indicator	Deliverables/ Outputs	Frequency
		the NDMC, DCOG communications and GCIS	(disastrous events occurring and those threatening to occur)
<b>5.2.2 KPA 2.2: DOC Activation:</b> Provide DOC services in relation to mobilize stakeholders to staff and operate in the DOC and broader coordination mechanism established for impending or classified disasters	Activate the DOC and mobilize resources to function in the respective Coordination Committees and task teams (Cluster)	<ul style="list-style-type: none"> <li>• DOC activation criteria &amp; procedure developed &amp; implemented</li> <li>• DOC personnel activated</li> <li>• Secondment criteria implemented</li> <li>• Activation of seconded personnel</li> </ul>	When indicated by procedure
	Establishing and maintaining situational awareness	<ul style="list-style-type: none"> <li>• Gaining an understanding of the magnitude and severity of the impact of a disaster and developing an understanding of the current and future needs of the community.</li> </ul>	As and when required
	Coordinate early action to maximize life safety	<ul style="list-style-type: none"> <li>• Coordinate awareness programmes where indicated</li> <li>• Coordinate evacuation where indicated</li> </ul>	As and when required
	Deployment of NDMC DOC team to provide support to the provinces on preparedness and response efforts as and when required.	<ul style="list-style-type: none"> <li>• Engagement with affected provinces and stakeholders</li> <li>• Arrange deployment</li> <li>• Prepare presentations/ guidance to the team regarding the deployment to enable support to provinces</li> <li>• Prepare reports upon return from provinces</li> <li>• Prepare presentations and reports to provide updates to the executive and relevant structures</li> <li>• Coordinate preparation of reports from stakeholders across the three spheres of government</li> </ul>	As and when required .
<b>5.2.3 KPA 2.3: Classification of disasters</b> Provide DOC services in relation to conducting initial onsite assessments	Support the completion of initial (onsite) assessments to determine if an occurrence should be regarded as a disaster	<ul style="list-style-type: none"> <li>• Prepared, obtained and refined initial onsite assessments to determine if an occurrence should be regarded as a disaster</li> </ul>	When indicated by procedure
<b>5.2.4 KPA 2.4: DOC Operational Coordination:</b>	Coordinate Immediate relief to the affected community	<ul style="list-style-type: none"> <li>• Establish and maintain a multi-disciplinary disaster management response coordination structure</li> </ul>	Daily and weekly as and

Key Performance Areas	Key Performance Indicator	Deliverables/ Outputs	Frequency
Provide DOC operational coordination services during classified disasters		<p>(across the spheres of government) in line with disaster management legislation to coordinate immediate relief</p> <ul style="list-style-type: none"> <li>• Coordinate the assessment of immediate needs (Water, shelter, food, sanitation, bedding, medicine, documentation etc.),</li> <li>• Coordinate the delivery of identified immediate needs</li> </ul>	when there are incidents
	Coordinate recovery measures to improve the functioning of an affected community	<ul style="list-style-type: none"> <li>• Establish and maintain a multi-disciplinary disaster management response coordination structure (across the spheres of government) in line with disaster management legislation to coordinate recovery measures</li> <li>• Coordinate the assessment of recovery measures</li> <li>• Coordinate the restoration of basic services</li> <li>• Coordinate the restoration of facilities and infrastructure to provide basic services to an affected community</li> </ul>	Daily and weekly as and when there are incidents
	Management and coordination of National States of Disaster (NSOD) following a multi-hazard approach based on established response goals and objectives set out in an Incident Action Plan (IAP) for a specific operational period. In this regard the DOC must support the NDMC to, understand the 'situation'.	<ol style="list-style-type: none"> <li>a) Link the IAP to Goals, Objectives and operational tactics.</li> <li>b) Develop the plan to be executable in a single operational period.</li> <li>c) Gain the agreement of all stakeholders.</li> <li>d) Have the IAP approved by the DOC leader and NDMC.</li> <li>e) Ensure that the IAP have and fall within the following components, <ol style="list-style-type: none"> <li>i. The DOC policies applicable.</li> <li>ii. The degree of achieving an objective.</li> <li>iii. The task assignment lists</li> <li>iv. The reference documents are attached e.g. Maps, communications plan, traffic plan, organizational charts etc.</li> <li>v. The Distribution list.</li> </ol> </li> </ol>	Daily and weekly as and when there are incidents

Key Performance Areas	Key Performance Indicator	Deliverables/ Outputs	Frequency
		The evidence that will support completion of the IAP.	
	Support the NDMC to coordinate the establishment and activation of Technical Task Teams operating under the Extended National Joint Coordination Committee(s), and provides secretarial support to all the Extended National Joint Coordination Committee(s) meetings to ensure that implementation of intervention measures across sectors occur effectively in line with the approach adopted by government to address all the phases of the applicable disaster [i.e (i) immediate humanitarian relief, (ii) stabilization and recovery and (iii) rehabilitation and reconstruction].	<ul style="list-style-type: none"> <li>Structures activated</li> <li>Minutes and reports of meetings prepared</li> <li>Implementation of decisions from the meetings facilitated and followed-up.</li> </ul>	Daily and weekly as and when there are incidents
	Coordinate and activate joint operation structures to respond to various hazards and disasters	<ul style="list-style-type: none"> <li>Collate and analyze information from relevant stakeholders</li> <li>Activate the structures based on the contents of the reports</li> <li>Prepare minute and reports of the meetings</li> </ul>	As and when required
<b>5.2.5 KPA 2.5: Rehabilitation and Reconstruction</b> Provide DOC services in relation to coordination of funding arrangements for the rehabilitation and reconstruction of disasters	Collation and coordination of assessment reports for immediate relief and rehabilitation	<ul style="list-style-type: none"> <li>Consolidated assessment reports per municipality with an analysis of the extend of the damages and recommendation</li> <li>Consolidated provincial reports recommending classification or not.</li> <li>Assess the performance of the municipality and recommend whether the reprioritization should be considered.</li> </ul>	Daily and weekly as and when there are incidents
	Support the NDMC in the analysis of assessment reports and business plans	<ul style="list-style-type: none"> <li>List of projects to be supported through the Response and Recovery grants.</li> <li>Quality assurance of the submitted business plans submitted in the correct format and template( All</li> </ul>	Daily and weekly as and when there are incidents

Key Performance Areas	Key Performance Indicator	Deliverables/ Outputs	Frequency
		information is submitted, costs, scope of work, areas, coordinates, number of households that affected, period of implementation)	
	Support the NDMC to conduct onsite visits, monitoring reporting and report analysis, for disaster funded projects.	<ul style="list-style-type: none"> <li>• Mobilize all stakeholders that needs to be participate in the visit</li> <li>• Preparation of the visit itinerary</li> <li>• Liaise with the information to prepare the required financial and non-financial information.</li> <li>• Arrange all logistical matters.</li> <li>• Develop a report on the site visit and share with the concerned organ of state on the corrective measures.</li> <li>• Monitor the implementation of the corrective measures.</li> </ul>	Daily and weekly as and when there are incidents
<b>5.2.6 KPA 2.6: Reporting, Information Management and Knowledge management</b> Provide DOC services in relation to preparing reports and presentations, manage information and storing information	Collate information from provinces and relevant stakeholders and prepare daily and weekly situational reports for the executive and relevant structures including regular updates as and when required.	<ul style="list-style-type: none"> <li>• Daily and weekly situational reports prepared</li> <li>• Prepare reports and presentations for the executive and respective structures</li> </ul>	Daily and weekly as and when there are incidents
	Support Geographical Information services	a) Support reporting and decision making systems through the provision of GIS services relating to preparedness, impact, response, rehabilitation and reconstruction.	Daily and weekly
	Assess submitted reports, Coordinate and conduct disaster assessments, regular collation of information and reporting by relevant organs of state after consultation with the NDMC.	a) Analyze reports submitted and make recommendations to the NDMC b) Arrange and conduct disaster assessments based on the contents of the submitted reports b) Consolidate submitted reports and prepare a national report	As and when disastrous events occur or are threatening and there is a need
	Optimize the use of available NDMC ICT systems and software in terms of the DOC services	<ul style="list-style-type: none"> <li>• Assess the available NDMC ICT systems and software</li> <li>• Collaborate with the NDMC to optimize the available NDMC ICT systems and software to provide the DOC services</li> </ul>	Ongoing process



Key Performance Areas	Key Performance Indicator	Deliverables/ Outputs	Frequency
	Establish and maintain a knowledge management system	<ul style="list-style-type: none"> <li>Assess the available NDMC knowledge management system and software in relation to knowledge management</li> <li>Collaborate with the NDMC to optimize the available knowledge management system and software in relation to knowledge management</li> </ul>	Ongoing process
<b>5.2.7 KPA 2.7: DOC deactivation:</b> Provide DOC services in relation to demobilization of stakeholders and the DOC	Deactivate the DOC and demobilize resources	<ul style="list-style-type: none"> <li>DOC deactivation criteria &amp; procedure developed &amp; implemented</li> <li>DOC personnel deactivated</li> </ul>	When indicated by procedure

## 6. Skills, Knowledge and experience requirements:

6.1 The service provider must demonstrate appropriate skills and experience in the following:

- (a) The service provider must have working experience in providing the services listed in the Key Performance Areas to public sector organizations/Departments. Letters of recommendation must be provided;
- (b) The service provider must provide a proven track record in operational efficiency (management processes of timesheets, paying temporary staff on time, etc.);
- (c) The service provider must submit the company profile indicating the company's experience in the provision of this service as well as the company organogram;
- (d) The Department may request the bidder to make a presentation as part of the evaluation process;
- (e) Strong verbal and written communication skills and ability to work effectively with interdisciplinary team is required;
- (f) The service provider must have sufficient financial resources or overdraft facilities to cover the first 60 days of operation; and
- (g) The service provider must be registered on the National Treasury database with compliant tax certificates for the provision of this service.

## 7. Form of proposal

Bidders should submit their proposals, to comprise four volumes, clearly marked as set out below:

### Volume 1: Marked "Bid Documents"

- 1.5 National Treasury Central Suppliers Database (CSD) report, not older than 30 days ([www.csd.gov.za](http://www.csd.gov.za)).

- 1.6 Tax compliance documentation.
- 1.7 Valid B-BBEE certificate issued by a SANAS accredited verification agency or sworn affidavit.
- 1.8 SDBs 1, 3.2, 4 and 6.1 all other required SCM documents.

**Volume 2: Marked “Functional Evaluation Stage 1: Summary of the Bidders experience”**

The following must be submitted – :

- 2.4 The profile indicating expertise in the provision of the listed key performance areas and deliverables.
- 2.5 List of similar projects contracted / completed.
- 2.6 Reference letters with contact details of previous projects contracted / completed.

**Volume 3: Marked “Functional Evaluation Stage 2: Proposal and Project execution”**

The following must be submitted – :

- 3.4 Project proposal and execution plan addressing the scope, listed key performance areas and deliverables.
- 3.5 Proposed DOC organizational structure link to the listed key performance areas and deliverables.
- 3.6 The competencies of the DOC team members (employed / to be employed), showing the person’s qualification(s), skills, expertise and experience.

**Volume 4: Marked “Pricing proposal information”**

- 4.1 The price proposal must include 15% VAT and must be fully inclusive to deliver all goods, services and outputs indicated in the terms of reference.
- 4.2 The price proposal must be fixed and itemised per Key Performance Indicator (KPI) listed in the KPAs.

Failure to include the above information together with the bid document on the closing date and time will invalidate the bid.

**PRICING SCHEDULE:**

Key Performance Areas	Key Performance Indicator	Deliverables/ Outputs	Frequency	Cost per Service
<b>5.2.1 KPA 2.1: Preparedness</b> Provide DOC services in relation to contingency planning, databases on stockpiling of equipment and supplies, and associated training and field exercises.	Facilitate the development and updating of multi-hazard disaster preparedness plans by provinces and national organs of state.	<ul style="list-style-type: none"> <li>• Templates and guidelines for the multi-hazard disaster preparedness plans;</li> <li>• Engagements (meetings, workshops, correspondences, etc. with responsible PDMCs and national organs of state)</li> <li>• Plans submitted by organs of state</li> </ul>	Twice a year for the summer and winter seasons	
	Development, update and facilitate implementation of the national Multi-hazard disaster preparedness and contingency plans	<ul style="list-style-type: none"> <li>• Template and guideline for the national multi-hazard disaster preparedness plan;</li> <li>• Consolidated national Multi-hazard disaster preparedness and contingency plans</li> </ul>	Once a year	
	Develop and maintain databases on stockpiling of equipment and supplies	<ul style="list-style-type: none"> <li>• Stockpile databases of equipment and supplies</li> </ul>	Ongoing	
	Develop, implement and review Standard Operating Procedures to govern work arrangements of the DOC in support of the NDMC	<ul style="list-style-type: none"> <li>• Standard Operating Procedures implemented</li> </ul>	Ongoing	
	Coordinate preparedness exercises, including evacuation drills, training and the establishment of area-based support systems to ensure a rapid and effective response to disasters through engagements with relevant organs of state and stakeholders.	<ul style="list-style-type: none"> <li>• Engage (communique, meetings, etc.) provinces and organs of state on the undertaking of provincial and sectoral exercises as per their respective mandates</li> <li>• Arrange and facilitate preparedness exercises</li> <li>• Prepare reports on preparedness exercises</li> </ul>	Once per month (Desktop exercise)  Twice a year (Physical exercise)	

Key Performance Areas	Key Performance Indicator	Deliverables/ Outputs	Frequency	Cost per Service
		<ul style="list-style-type: none"> <li>Facilitate submission of situational reports by relevant organs of state (email, virtual meetings, WhatsApp messages)</li> </ul>		
	Coordinate and facilitate disaster preparedness by organs of state	<ul style="list-style-type: none"> <li>Engage provinces and organs of state likely to be affected once level 5 -10 early warnings have been issued through meetings, communique, etc.</li> <li>Facilitate submission of situational reports by relevant organs of state (email, virtual meetings, WhatsApp messages)</li> <li>Analyze submitted situational reports</li> <li>Monitor early action taken</li> </ul>	As and when there is a need (disastrous events occurring and those threatening to occur)	
	Coordinate hazard awareness communication to potentially affected communities	<ul style="list-style-type: none"> <li>Facilitate early action awareness messaging in collaboration with the NDMC, DCOG communications and GCIS</li> </ul>	As and when there is a need (disastrous events occurring and those threatening to occur)	
<b>5.2.2 KPA 2.2: DOC Activation:</b> Provide DOC services in relation to mobilize stakeholders to staff and operate in the DOC and broader coordination mechanism established for impending or classified disasters	Activate the DOC and mobilize resources to function in the respective Coordination Committees and task teams (Cluster)	<ul style="list-style-type: none"> <li>DOC activation criteria &amp; procedure developed &amp; implemented</li> <li>DOC personnel activated</li> <li>Secondment criteria implemented</li> <li>Activation of seconded personnel</li> </ul>	When indicated by procedure	
	Establishing and maintaining situational awareness	<ul style="list-style-type: none"> <li>Gaining an understanding of the magnitude and severity of the impact of a disaster and</li> </ul>	As and when required	

Key Performance Areas	Key Performance Indicator	Deliverables/ Outputs	Frequency	Cost per Service
		developing an understanding of the current and future needs of the community.		
	Coordinate early action to maximize life safety	<ul style="list-style-type: none"> <li>• Coordinate awareness programmes where indicated</li> <li>• Coordinate evacuation where indicated</li> </ul>	As and when required	
	Deployment of NDMC DOC team to provide support to the provinces on preparedness and response efforts as and when required.	<ul style="list-style-type: none"> <li>• Engagement with affected provinces and stakeholders</li> <li>• Arrange deployment</li> <li>• Prepare presentations/ guidance to the team regarding the deployment to enable support to provinces</li> <li>• Prepare reports upon return from provinces</li> <li>• Prepare presentations and reports to provide updates to the executive and relevant structures Coordinate preparation of reports from stakeholders across the three spheres of government</li> </ul>	As and when required .	
<b>5.2.3 KPA 2.3: Classification of disasters</b> Provide DOC services in relation to conducting initial onsite assessments	Support the completion of initial (onsite) assessments to determine if an occurrence should be regarded as a disaster	<ul style="list-style-type: none"> <li>• Prepared, obtained and refined initial onsite assessments to determine if an occurrence should be regarded as a disaster</li> </ul>	When indicated by procedure	
<b>5.2.4 KPA 2.4: DOC Operational Coordination:</b> Provide DOC operational coordination services during classified disasters	Coordinate Immediate relief to the affected community	<ul style="list-style-type: none"> <li>• Establish and maintain a multi-disciplinary disaster management response coordination structure (across the spheres of government) in line with disaster management legislation to coordinate immediate relief</li> <li>• Coordinate the assessment of immediate needs (Water, shelter, food, sanitation, bedding, medicine, documentation etc.),</li> </ul>	Daily and weekly as and when there are incidents	

Key Performance Areas	Key Performance Indicator	Deliverables/ Outputs	Frequency	Cost per Service
		<ul style="list-style-type: none"> <li>Coordinate the delivery of identified immediate needs</li> </ul>		
	Coordinate recovery measures to improve the functioning of an affected community	<ul style="list-style-type: none"> <li>Establish and maintain a multi-disciplinary disaster management response coordination structure (across the spheres of government) in line with disaster management legislation to coordinate recovery measures</li> <li>Coordinate the assessment of recovery measures</li> <li>Coordinate the restoration of basic services</li> <li>Coordinate the restoration of facilities and infrastructure to provide basic services to an affected community</li> </ul>	Daily and weekly as and when there are incidents	
	Management and coordination of National States of Disaster (NSOD) following a multi-hazard approach based on established response goals and objectives set out in an Incident Action Plan (IAP) for a specific operational period. In this regard the DOC must support the NDMC to, understand the 'situation'.	<ul style="list-style-type: none"> <li>Link the IAP to Goals, Objectives and operational tactics.</li> <li>Develop the plan to be executable in a single operational period.</li> <li>Gain the agreement of all stakeholders.</li> <li>Have the IAP approved by the DOC leader and NDMC.</li> <li>Ensure that the IAP have and fall within the following components, <ul style="list-style-type: none"> <li>i. The DOC policies applicable.</li> <li>ii. The degree of achieving an objective.</li> <li>iii. The task assignment lists</li> <li>iv. The reference documents are attached e.g. Maps, communications plan, traffic plan, organizational charts etc.</li> <li>v. The Distribution list.</li> </ul> </li> </ul>	Daily and weekly as and when there are incidents	

Key Performance Areas	Key Performance Indicator	Deliverables/ Outputs	Frequency	Cost per Service
		The evidence that will support completion of the IAP.		
	Support the NDMC to coordinate the establishment and activation of Technical Task Teams operating under the Extended National Joint Coordination Committee(s), and provides secretarial support to all the Extended National Joint Coordination Committee(s) meetings to ensure that implementation of intervention measures across sectors occur effectively in line with the approach adopted by government to address all the phases of the applicable disaster [i.e (i) immediate humanitarian relief, (ii) stabilization and recovery and (iii) rehabilitation and reconstruction].	<ul style="list-style-type: none"> <li>Structures activated</li> <li>Minutes and reports of meetings prepared</li> <li>Implementation of decisions from the meetings facilitated and followed-up.</li> </ul>	Daily and weekly as and when there are incidents	
	Coordinate and activate joint operation structures to respond to various hazards and disasters	<ul style="list-style-type: none"> <li>Collate and analyze information from relevant stakeholders</li> <li>Activate the structures based on the contents of the reports</li> <li>Prepare minute and reports of the meetings</li> </ul>	As and when required	
<b>5.2.5 KPA 2.5: Rehabilitation and Reconstruction</b> Provide DOC services in relation to coordination of funding arrangements for the	Collation and coordination of assessment reports for immediate relief and rehabilitation	<ul style="list-style-type: none"> <li>Consolidated assessment reports per municipality with an analysis of the extend of the damages and recommendation</li> <li>Consolidated provincial reports recommending classification or not.</li> </ul>	Daily and weekly as and when there are incidents	

Key Performance Areas	Key Performance Indicator	Deliverables/ Outputs	Frequency	Cost per Service
rehabilitation and reconstruction of disasters		<ul style="list-style-type: none"> <li>Assess the performance of the municipality and recommend whether the reprioritization should be considered.</li> </ul>		
	Support the NDMC in the analysis of assessment reports and business plans	<ul style="list-style-type: none"> <li>List of projects to be supported through the Response and Recovery grants.</li> <li>Quality assurance of the submitted business plans submitted in the correct format and template( All information is submitted, costs, scope of work, areas, coordinates, number of households that affected, period of implementation)</li> </ul>	Daily and weekly as and when there are incidents	
	Support the NDMC to conduct onsite visits, monitoring reporting and report analysis, for disaster funded projects.	<ul style="list-style-type: none"> <li>Mobilize all stakeholders that needs to be participate in the visit</li> <li>Preparation of the visit itinerary</li> <li>Liaise with the information to prepare the required financial and non-financial information.</li> <li>Arrange all logistical matters.</li> <li>Develop a report on the site visit and share with the concerned organ of state on the corrective measures.</li> <li>Monitor the implementation of the corrective measures.</li> </ul>	Daily and weekly as and when there are incidents	
<b>5.2.6 KPA 2.6: Reporting, Information Management and Knowledge management</b> Provide DOC services in relation to preparing reports and presentations, manage	Collate information from provinces and relevant stakeholders and prepare daily and weekly situational reports for the executive and relevant structures including regular updates as and when required.	<ul style="list-style-type: none"> <li>Daily and weekly situational reports prepared</li> <li>Prepare reports and presentations for the executive and respective structures</li> </ul>	Daily and weekly as and when there are incidents	



Key Performance Areas	Key Performance Indicator	Deliverables/ Outputs	Frequency	Cost per Service
information and storing information	Support Geographical Information services	<ul style="list-style-type: none"> <li>Support reporting and decision making systems through the provision of GIS services relating to preparedness, impact, response, rehabilitation and reconstruction.</li> </ul>	Daily and weekly	
	Assess submitted reports, Coordinate and conduct disaster assessments, regular collation of information and reporting by relevant organs of state after consultation with the NDMC.	<ul style="list-style-type: none"> <li>Analyze reports submitted and make recommendations to the NDMC               <ul style="list-style-type: none"> <li>Arrange and conduct disaster assessments based on the contents of the submitted reports</li> <li>Consolidate submitted reports and prepare a national report</li> </ul> </li> </ul>	As and when disastrous events occur or are threatening and there is a need	
	Optimize the use of available NDMC ICT systems and software in terms of the DOC services	<ul style="list-style-type: none"> <li>Assess the available NDMC ICT systems and software</li> <li>Collaborate with the NDMC to optimize the available NDMC ICT systems and software to provide the DOC services</li> </ul>	Ongoing process	
	Establish and maintain a knowledge management system	<ul style="list-style-type: none"> <li>Assess the available NDMC knowledge management system and software in relation to knowledge management</li> <li>Collaborate with the NDMC to optimize the available knowledge management system and software in relation to knowledge management</li> </ul>	Ongoing process	
<b>5.2.7 KPA 2.7: DOC deactivation:</b> Provide DOC services in relation to demobilization of stakeholders and the DOC	Deactivate the DOC and demobilize resources	<ul style="list-style-type: none"> <li>DOC deactivation criteria &amp; procedure developed &amp; implemented</li> <li>DOC personnel deactivated</li> </ul>	When indicated by procedure	
<b>TOTAL COST</b>				