

Terms of Reference

Appointment of a Consultancy to Review the Business Processes employed by the National Regulator for Compulsory Specifications (NRCS) when issuing a Letter of Authority for Health, Safety and Energy Efficiency for Residential Appliances

Location: Home-based

Application Deadline: 17 February 2019

Category: Appliance energy efficiency

Type of Contract: Service Contract (Institutional)

Assignment Type: Business Process Analysis

Languages Required: English

Starting Date: 01 March 2019

Duration of Initial Contract: Fixed price contract 4 months

Background:

The South African government through the Department of Energy (DoE) in collaboration with the Department of Trade and Industry (the dti), and the United Nations Development Programme (UNDP) is implementing the project “Market Transformation through the Introduction of Energy Efficiency Standards and the Labelling of Household Appliances in South Africa”. The objectives are removing inefficient electronic appliances from the South African market and encouraging adoption of efficient technologies by implementing measures/interventions such as minimum energy performance standards (MEPS), labeling programs, and incentive programs. The overarching goal is to reduce electricity consumption and the carbon footprint of the residential sector. More detailed information about the programme can be accessed at www.savingenergy.org.za

In 2014, regulations (VC 9006 and 9008) were introduced that specified Minimum Energy Performance Standards (MEPS) for household appliances and required targeted products to carry an energy efficiency (EE) label. The regulation resides with the Department of Trade and Industry (the dti) and compliance is being administered by the National Regulator for Compulsory Regulations (NRCS). Assessment and approval of compliance with MEPS have been incorporated alongside the NRCS’ existing structure used to regulate compliance on health and safety.

The scope of the NRCS Act 5 of 2008, states: “...to provide for the administration and maintenance of compulsory specifications in the interests of public safety and health or for environmental protection; and to provide for matters connected therewith.” Under the Act, the Minister of the dti may issue a compulsory specification for a commodity, product or service which may affect public health, safety and the environment. Current NRCS procedures require all residential appliances falling under the Standards

and Labelling (S&L) programme to submit two applications before a Letter of Authority (LoA) is issued: 1) Health and safety, and 2) Energy performance (MEPS and energy class). Although applications for each of the above are evaluated and issued separately, the NRCS will not issue an LoA until both have been approved.

The Department of Energy and NRCS recognizing that the current processing times for the issuance of an LoA have increased to a time period which has raised strong objections from industry identified a need for an improved product registration system and database for the S&L program. To this end, an ICT service provider was contracted and is building a new registration database and reporting system which is due to be tested during February and March 2019. During User Acceptance Testing (UAT) it has become evident that the difference between the new and old database is considerable, largely due to a significant increase in the functionality of the new system which eliminates large amounts of manual inputs and paperwork. Adopting the 'as is' processes raises the risk that many inefficiencies are likely to be maintained, compromising the objectives of the investment made to upgrade the system.

Scope of Work

The Department of Energy and NRCS is seeking a suitably qualified service provider to:

1. Document and analyse the existing (as is) NRCS LoA registration process. The service provider will be required to spend time at the NRCS to track the existing processes
2. Engage with the contracted ICT company developing the new database
3. Present their findings and propose revisions (to be) to the existing registration process. This must be done in conjunction with the NRCS and must include the inputs of the private sector (appliance manufacturers and importers who apply for LoA's). Changes to improve the database should be included, but with the express focus of enhancing and not redesigning the system
4. Once agreed, document and assist with the implementation of the new 'to be' business processes.

Work Arrangements

There are no specific work arrangements. The NRCS is based in Pretoria and the service provider will be expected to spend significant time (as required) at the site.

All facilities and resources required to deliver on the scope of work should be covered / provided and costed into the proposal. This includes cost of any required software, travel, accommodation etc. Each of these items should be separately quantified in the tender bid.

The service provider will report and be monitored by the project management team which includes the project manager, the Department of Energy and the NRCS.

Deliverables and Payment Terms

- Following the inception meeting, a summary of the work output with timelines (10% of fee within 2 weeks of appointment)
- Presentation of 'as is' processes with recommendations which are accepted by all stakeholders (40% within 2 months of appointment)



*Empowered lives.
Resilient nations.*

- Implementation and documentation of new process (40% within four months of appointment)
- Project sign off and final report (10%)
- All costs associated with the scope of work must be included in the proposal i.e: flights, accommodation, daily disbursements, printing etc. The project will organize and pay venue costs for any meetings or workshops to be held in South Africa.
- It is required that the summary outline of the assignment is delivered within 2 weeks of meeting with the Department of Energy and NRCS. The assignment must be concluded within two months of contract signing.

Requirements

The successful bidder will:

1. Draw on work already done in this area to avoid duplication;
2. Ensure familiarity with the NRCS LoA registration process and engage with the external ICT service provider developing the new database;
3. Engage with the project team and industry;
4. Report to the PM and to the Project Management Team (PMT) on completion of each deliverable for discussion and validation. Meetings will be held with the PMT at the end of each deliverable where the next steps of the programme will be agreed;
5. Treat project details and information with confidentiality, as required;
6. Must demonstrate experience and competence as detailed in the scope of work above; and
7. Submit an all-inclusive fixed price proposal

Required Skills and Experience:

- Business processing engineering with a strong understanding of databases
- Reference letters and/or a list of contactable references supporting relevant experience and/or capacity statements – clearly link references to areas of expertise to facilitate reference checks
- A short proposal which includes the following:
 - Company profile or capacity statement with demonstrated experience on similar projects;
 - Identified team members with suitable qualifications and a signed form committing them to the project for the duration of the assignment;

Education:

- Business Analyst and ICT related qualifications, preferably from a University

Language:

- English

Response Format

- The proposal will be evaluated on the following criteria:

	Functionality Evaluation Criterion		Sub-criteria	Weight
	Functionality will be measured on a scale of 1-5 0 = Non-responsive 1 = Very limited association to criteria 2 = Some association to criteria 3 = Meets the minimum criteria 4 = Exceeds the minimum criteria 5 = Exceeds the criteria and demonstrates excellence or leadership in the specified field			
1	COMPANY EXPERIENCE			20
1.1	Provided a summary of the Service Provider's experience as a business analyst service provider. Provided evidence of track record of similar size and type of projects in the form of reference letters, testimonials or current and contactable details from clients where similar projects have been completed. Demonstrated experience working in the regulatory environment will be beneficial.		20	
	No project referenced	0		
	≥1≤3 similar size and type of projects referenced	1		
	≥3≤5 similar size and type of projects referenced	2		
	More than five (5) similar size and type of projects referenced. Company has been in operation for > 10 years	3		
	More than five (5) similar size and type of business analysis and process reengineering and at least one specific to a regulatory database OR energy database. Company has been in operation for > 10 years	5		
2	TEAM LEAD EXPERIENCE AND QUALIFICATIONS			30
	Provided a 1 page Curriculum Vitae and contactable references. Demonstrated experience working in the business analysis with strong experience relating to databases.			
2.1	Team lead qualifications and experience		20	
	No qualification indicated	0		

	Functionality Evaluation Criterion		Sub-criteria	Weight
	Business training from an accredited institution and at least 2 years' experience as a programme manager	1		
	Undergraduate qualification (BSc/ BComm) and at least 2 years' experience as a programme manager	2		
	Tertiary qualification (BSc/ BComm) with > 5 years' experience as a programme manager	3		
	Tertiary qualification and post graduate degree with > 10 years' experience as programme manager with database experience, ideally with experience in regulatory projects or similar	5		
2.2	Evidence in the form of references or testimonials from clients confirming experience of (2.1)		10	
	No project referenced	0		
	≥1≤5 projects referenced – no relevance	1		
	5 projects referenced – partial relevance	2		
	Five (5) relevant projects referenced	3		
	≥5 relevant projects referenced	5		
3	Key Team Member Qualifications and Experience			20
3.1	Provide a 1 page Curriculum Vitae and contactable references for all business analyst/s who will be involved in the project. The CV must correspond to their identified task in the proposal		20	
	Limited matching of skills and experience	1		
	Reasonable matching of skills and experience	3		
	Strong matching of skills but not experience (or vice versa)	4		
	Strong matching of skills and experience	5		
4	PROPOSED APPROACH			30
	Project plan and approach		30	
	Basic project plan delivered	1		
	Detailed project plan provided with a motivation of software technology to be used and why	3		
	Comprehensive project plan provided with a motivation of an approach to be used and why, costing schedule and outline of a project management approach which identifies possible issues	5		



*Empowered lives.
Resilient nations.*

	Functionality Evaluation Criterion		Sub-criteria	Weight
	which may arise and provides comfort to the PMT that the service provider has the requisite skills and experience to deliver the project and clearly demonstrates an understanding of the nature and objectives of the project			
	Total (Minimum Threshold = 70%)		100	100

Applicants are required to submit the following documents to **procurement.za@undp.org** on or before the **17 February 2019** with the subject line: **Job Code Title and Reference Number.**