



Frequently Asked Questions

What is the ASDU and what is its relationship to GreenCape?

The Alternative Service Delivery Unit (ASDU) has been established to design, facilitate and manage the provision of energy services to unserved and unserviceable communities, on behalf of relevant stakeholders. ASDU applies an adaptive co-design framework to facilitate community led energy provision. The ASDU partnership model is built on three interrelated fundamentals of modern service delivery - social inclusion/mobilisation, customised technical design and financial sustainability. ASDU is being implemented by the GreenCape Sector Development Agency (GreenCape) and is directed by GreenCape's institutional identity, governance, standards and compliance frameworks.

What is the relationship to the Mpumalanga Green Cluster Agency?

GreenCape is supporting the Cluster in its mission to facilitate investments and stimulate job creation in the green economy of Mpumalanga.

Who are the funders of this project?

This project is primarily funded by The Embassy of Denmark to South Africa. It has also received funding from the New Zealand High Commission in South Africa.

Which community needs the energy service?

Nomzamo Agricultural Village is located in Ermelo, Mpumalanga, on land belonging to the provincial government. This is a relatively young community, having been established ~2017, with majority of the community members coming from surrounding areas. It has led by a very pro-active and strong leadership team that has the best interests of the community at heart.

Based on the enumeration which was conducted in September 2023, Nomzamo is home to 2097 people, of which 958 are children (there are 681 households in this community). There is no formal electricity in this settlement and limited communal water points (all of which are informally connected). In fact, there is no municipal service delivery offered to this community for electricity, water and sanitation or solid waste management. The unemployment rate in the area is close to 56%, with 89% of households earning or receiving less than R3500 per month. **Please see detailed intervention brief for more information.**

What is the contract duration?

The winning bidder will be awarded on 16 February 2024. The contract will be from 1 March 2024 to 30 September 2024.

The Alternative Service Delivery Unit

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How long does the intervention have to run for in the community?

The contract between The ASDU and the service provider will end in September 2024, however, it is envisioned that the project will then run as a standalone and financially sustainable independent entity for as long as there is demand from the community.

What is the minimum number of households that the service must be offered to?

A minimum of 300 households must be offered the service.

What does it mean for the household to be allowed to practice infrastructure choice?

The residents have every right to decide for themselves whether they want to take up the provided service where there is a cost involved. They are in no way obligated to participate in the project as a customer/client.

If residents are allowed to practice infrastructure choice, then what recourse does the service provider have?

It is the service provider's responsibility to ensure that their service offering meets the requirements and priorities of the community as per the intervention brief, and that their level of service and service offering is of a standard that attracts and retains clients.

What costs are covered by the ASDU and what is the service provider expected to bring into the project?

ASDU provides a budget to cover (a portion of) the capital costs, which will be clarified based on the proposed intervention. It is expected that the chosen service provider creates a sustainable business model to cover all other costs, including operational costs and that a co-payment model is developed with the community. The final funding model or how funding will be dispersed will be designed based on final successful tender selected.

Who is the social partner and what do they do?

The Community Organisation Resource Centre (CORC) is the project's social service partner. They have been appointed to build a strong social fabric within the community. They have completed the enumeration and service mapping of Nomzamo Agricultural Village. They are currently mobilising the community through regular and adhoc meetings with the community and its leadership. Based on their investigations, they will implement social interventions such as but not limited to savings groups, community support groups, community exchange opportunities, etcetera, aimed at addressing wider social challenges identified during the enumeration phase.

Who is responsible for ongoing maintenance of the installed intervention in the informal settlements?

The Tenderer must develop an operations and maintenance plan in line with the sustainability plan to manage their obligations in delivery of the guaranteed performance during the Operations and Maintenance Period ("O&M Period"). This plan should include the community / social enterprise participation. E.g. which elements the community or social enterprise will be trained to manage, and what the roles and responsibilities will be. The Tenderer will bear the sole responsibility of the installed energy service intervention.



Who is liable for insurance?

The Tenderer shall ensure that it carries sufficient insurance to fulfil all of its obligations in terms of the agreement to be entered into, including insurance relating to its own workers or others at its behest on site, public liability insurance and well as professional indemnity or other insurance as is customary in its industry. Proof of such insurance must be made available to GreenCape upon request.

Are the residents' monthly payments stored in some form of central account from which the company is paid, or is there a more direct relationship between the client and the technology provider?

Service agreements for operational model are entered into between the service provider and the resident. As such, these payments are typically made directly to the service provider or based on the proposed model.

What are the Health & Safety requirements?

Health and safety on site is the responsibility of the Tender.

All staff working on the sites must adhere to the Occupational Health and Safety Act (85 of 1993) and its regulations, as amended from time to time. The use of ladders and stairways, safety lines and armour shall be in line with the Construction Regulations promulgated in terms of the Occupational Health and Safety Act 85 of 1993.

The successful Tender irrevocably and unconditionally waive, release and hold harmless from liability GreenCape, its management, employees and board from any and all liabilities, claims, actions, damages, costs or expenses of any nature whatsoever, including injury and/or death of any of its employees or workers, whether in law or equity, known or unknown, occurring during, caused by, relating to, or arising in any way from activities relating to the Project / the ASDU.

The Tenderer will be required to prove its registration and good standing with the Commissioner for Compensation for Occupational Injuries and Diseases and having the necessary employer's liability insurance in respect of its employees/agents in line with the provisions of the Compensation for Occupational Injuries and Diseases Act No. 130 of 1993, as amended; and

The Tenderer shall be required to submit a health and safety plan with its Proposal, which will be subject to GreenCape's approval and can form part of the Service Level Agreement.

Is there an existing leadership team?

Nomzamo Agricultural Village is led by a very pro-active and strong leadership team that has the best interests of the community at heart. We have a list of leaders who have committed to their role.

Has the community bought into the project? What do they think will be offered?



We have been entirely transparent on the project process thus far. We have handed over the full set of data to the leaders, and have shared the data overview with the wider community at large, in person. We have held regular meetings to provide updates to the community. The community is clear in their understanding of our process and thus has no expectation of what type of service will be installed, except that it will be an energy service. The community leaders were involved in an extensive participatory co-design process and have confirmed the main priorities that were identified together, and that are presented in the intervention brief.

Is this limited to South African service providers?

No. However, we do expect service providers to have experience offering services in South African informal settlements.

Can more than one company apply together to provide technical services to the community?

Yes.

Must companies already be partnered or in a joint venture when they apply or can applicants appoint partners once the contract has been entered into?

Yes, companies must be partnered before applying. If there are extenuating circumstances requiring partnerships or subcontracting after the contract with GreenCape has been entered into, written consent must first be received from GreenCape.

Can one company fulfil more than one service (e.g. technical and financial model)?

Yes.

What is the eligibility criteria for the technical service provider?

- Provides an energy service/s that will address a priority as per intervention brief
- Proven track record and experience working in South African informal settlements
- Impact oriented

How will the tender be evaluated?

The evaluation process involves the following steps:

1. Starts with Proposal submission;
2. Site visit;
3. Screening to determine whether tender is compliant or must be disqualified;
4. Technical evaluation of the technical proposal of each qualifying tender to determine whether or not the proposed Tenderer(s) have the technical competence and experience to perform the work specified in the scope of work and that the approach to provision of energy services is in line with the intervention brief for the community;
5. Financial evaluation of the financial proposal of each Tender that has been assessed to be sufficiently technically competent, in order to assess value for money; and



6. Final comparative adjudication which considers the technical evaluation, financial evaluation, B-BBEE status, and additional differentiating factors of each Tender to select a preferred Tenderer.

During the final comparative adjudication, the technical, financial and B-BBEE scores of each tender will be added together, and the tenderers will be ranked according to their total score.

The tender evaluation committee will then assess whether there are any other material factors relevant to determining which tender will be most advantageous to GreenCape that have not already been taken into account in the scoring.

The tender evaluation committee may then have a discretion to award between zero and five additional points to each tender based on this evaluation. If the committee concludes that there are no additional material considerations that should be taken into account, it will award each tender the same number of additional points.

The evaluation scoring is summarised in the following table.

Phase	Maximum Points
Technical evaluation	35
Site visit attendance	10
Financial evaluation	30
B-BBEE evaluation	20
Comparative adjudication.	5
Total	100

According to GreenCape's Procurement policy, services of this value will be weighted on the basis of 50/30/20 split of functionality/price/B-BBEE. In the case of the above table, the technical evaluation, site visit and comparative adjudication will speak to functionality (50 points); the financial evaluation (30 points) and the B-BBEE evaluation will be 20 points.

The Tender with the highest combined score after the final comparative adjudication may be selected as the preferred Tenderer.

Is the site visit compulsory?

There will be a site visit to Nomzamo Agricultural Village held on 12 January 2024. The site visit is not mandatory, however, attendance of the site visit will be scored in the evaluation. Details of the site visit will be communicated to all parties who attended the Briefing Session on 21 November 2023. If you did not attend the Briefing Session but intend to submit a bid (and attend the site visit), please inform GreenCape by 14 December 2023 so that the relevant details may be shared in time.

Is the service provider allowed to continue working in this community beyond the contract period with the ASDU?

Yes, this is encouraged.



What energy solutions qualify and does the ASDU require specific technologies?

Any decentralised energy services that are in line with the intervention brief of the community qualify. The ASDU does not require or prefer any specific technologies but does require that the services directly address the needs and priorities of the communities.

Can the service provider publicise this project once the tender has been awarded?

- The service provider may publicise their own involvement in the project, but it would be *recommended* that this is only done once installations have begun.
- If the funders or the GreenCape or the ASDU or Mpumalanga Green Cluster Agency are acknowledged, then written approval must be requested from the ASDU beforehand.
- GreenCape and the ASDU will be running project-based communications throughout the course of the project. E.g. There will be a video showcase once the project is completed.