

► REQUEST FOR PROPOSALS – *Facilitating a process to determine a decent work framework for Digital, ICT and GBS Sectors as Input to the Master Plan Development Process*

The ILO is inviting for proposals from Registered Entities Only

Deadline: 22 April at 23:59 South African Standard Time

We are inviting qualified and experienced labour market policy practitioners, facilitators and research specialists with a working knowledge of the ILO decent work agenda, to submit proposals to facilitate a process that will result in a decent work framework for the Digital Information, Communication Technology (Digital ICT) and Global Business Services (GBS) sectors. The decent work framework is intended to complement the future work and skills requirements emerging out of the masterplans of these sectors.

1. BACKGROUND

The Department of Trade Industry and Competition (dtic) is in the process of supporting the development of sectoral masterplans as part of the Reimagined Industrial Strategy (RIS). The masterplans are tripartite, and building relationships between social partners and member based organisations in each of the sectors for which masterplans are developed underpins the process. Co-creation of Masterplans by social partners aim to enable and drive inclusive sectoral growth with consideration of the impact on employment, skills, sustainable enterprises and just transition. The bottom-up, inclusive development approach makes the Master Plan process an ideal springboard for developing a common understanding of future decent work challenges and opportunities in the relevant sectors while building a trust relationship between the key stakeholders in each sector and hardwiring masterplan priorities into Departmental priorities and focal areas for action

The growth strategy is underpinned by the premise that with the right enabling conditions, investment, growth and employment will flow into the sector. The objective of each masterplan is to increase investment into the sector, with the resultant economic growth, jobs creation and contribution to poverty alleviation. There is general recognition that sector-based approaches that focus on specific enterprises' and workers' needs and challenges are a key element of the economic recovery strategy. An important goal of the masterplan is to enhance

sectoral social dialogue in the development process, enabling greater buy-in and therefore better prospects of implementation.

The Digital ICT masterplan, which includes some GBS elements, has been developed under the auspices of the Department of Communication, Digital and Technology (DCDT); and a dedicated GBS masterplan development process is underway under the dtic. In addition to the masterplan for Digital ICT, a comprehensive study has taken place to identify the emerging skills needs for these sectors¹. This complements the future opportunities identified in the masterplan.

2. WORK TO BE PERFORMED

As per the Terms of Reference set out below, a service provider is required to lead the process and through a co-creative process document a decent work framework for Digital ICT & GBS. This will need to be supported and adopted by the stakeholders in the sector and capable of matching the emerging needs of the sectors as outlined in the masterplan processes.

- 2.1 The service provider will be required to adopt a consultative approach and facilitate a process together with business and labour participants in the sector, as well as government, to research and identify current decent work best practices (locally and abroad), as well as identify innovative and suitable mechanisms and requirements to achieve decent work within the relevant sectors.
- 2.2 The decent work framework should take into account South African minimum regulatory standards, as well as international norms and standards that are suitable for the sector and practical for the South African context.
- 2.3 The framework, which should be developed within 4 months, will be used to guide the sector stakeholders on decent work principles and options in the implementation of sector growth strategies and form a basis for engagement and cohesion between social partners in the sector.
- 2.4 A service provider is required to complete this work by co-creating the elements of a decent work framework with sector stakeholders, conducting research (locally and internationally) into best practices, and developing a framework that can be used as a practical guide for the sector in order to complement the Digital ICT & GBS masterplans.

3. PURPOSE AND OBJECTIVES OF THE DECENT WORK FRAMEWORK

The framework will serve as:

- 3.1 A mechanism for co-operation and learning for stakeholders (government, business and labour) in the sector

¹ <http://digital.harambee.co.za/>

- 3.2 A toolkit and guide on decent work for stakeholders in the sector.
- 3.3 A core part of the development approach is that it is a co-creation between government, labour and industry in the sector. Engaging with masterplan governance structure participants is a preferred mechanism for consultation to enable the three core stakeholders to own the development of the framework in line with their respective contributions and interests; and to ensure alignment with the industrialization (inclusive growth and decent work opportunities) objectives of the masterplan.

4. SCOPE AND METHODOLOGY

The scope of this assignment is to develop a decent work framework for the Digital, ICT & GBS sectors that includes the four pillars of the decent work agenda: Rights at work, Employment creation, Social protection, Social dialogue

Service providers must outline detailed, well thought-through, coherently structured and articulated approaches, which they will apply to conduct this work. The outcomes of each approach must be clearly specified:

- 4.1. Facilitating a process with government, business and labour sector stakeholders to provide input to the decent work framework;
- 4.2. Conducting local and internal research to determine future of work trends, best practices and mechanisms for the sector that can be considered as part of the framework;
- 4.3. Identifying minimum regulatory standards and other mechanisms that will be appropriate for South Africa;
- 4.4. Proposing a practical way to enable continued engagement, monitoring and evaluation of progress, and updating of the decent work framework as changing circumstances require.
- 4.5. The service provider is expected to clearly stipulate the approach and provide a step-by- step explanation and timeline of the proposed process that will be used to reach the end-result of this requirement, as well as specify the outcome of each step.
- 4.6. The service provider must indicate how it proposes to work with and gain information and input from stakeholders in the sector.

5. PROJECT DELIVERABLES AND DEADLINES

Appointed service providers will submit the following deliverables:

- 5.1 Inception report 10 working days into the assignment to confirm the proposed approach following initial stakeholder consultations

- 5.2 Provide fortnightly 2-3 pages progress reports
- 5.3 Review of local and global best practices, and SA minimum regulatory standards, to be submitted within 4 weeks of the contract being signed
- 5.4 Provide a report demonstrating multiple meaningful consultations with sector stakeholders within 8 weeks of contract signature.
- 5.5 Draft framework developed within 14 weeks of the contract signature.
- 5.6 Meet with the project steering committee at the start, week 6, and on receipt of the draft framework to present the draft.
- 5.7 Conclude the final report within 4 months of signing the contract.

The finalised project submission should include:

- 5.8 Executive summary and a full, yet compact decent work framework, along with mechanisms (toolkit) for ongoing implementation and stakeholder engagement (in word and PDF format).
- 5.9 PowerPoint presentation of the Decent Work Framework to be used as a reference for sector stakeholders.
- 5.10 Project report on the Decent Work Framework (electronic copy in pdf) with notes of the methodology used, parties consulted and process adopted
- 5.11 Presentation of the framework to key stakeholders.

6. QUALIFICATIONS AND EXPERIENCE

Service Providers must propose well-qualified and experienced teams, which meet the following minimum requirements:

- 6.1 Prior experience working with the ILO decent work agenda, social partners in the sector, consultative processes and/or the masterplans for these sectors is an advantage.
- 6.2 The team leader should ideally have a relevant postgraduate qualification in labour market or social policy, economics, business management, development studies or similar studies. A minimum of ten (10) years proven record of accomplishment and experience in research, toolkit development, facilitation of processes and project management skills. Reference to previous work in this regard must be provided. Finally, the team leader must demonstrate knowledge and understanding of the sector and socio-economic challenges facing SA, key local stakeholders, and relevant sectoral and labour market policies and programmes in South Africa.
- 6.3 Other team members must demonstrate capacity and capabilities in the following: a minimum of 5 years of proven record of accomplishment and experience in facilitation of multi stakeholder processes; the ILO decent work

agenda; the Digital ICT and GBS sectors. In addition, the core team must possess experience in research, negotiations, project management. The core team must also have knowledge of key government labour market and social security policies, and demonstrate ability in stakeholder mobilisation and management.

6.4 A combination of capabilities are required:

- i. sector and masterplan insight
- ii. ILO and labour market policy
- iii. facilitation capabilities

This may be achieved through a collaboration, if need be.

7. CONTRACTUAL PERIOD AND PAYMENT SCHEDULE

7.1 The entire process must be completed **within 4 months** of contract signature. Project deliverables should be produced as per the timeframes set out above. The commissioning parties are open to reasonable negotiations in this regard

7.2 A detailed (itemized) budget quoted in South African currency (ZAR) inclusive of VAT and linked to deliverables must be submitted

7.2 Payment schedule:

- i. First payment of 20% of total contract sum upon signature of contract
- ii. Second payment of 30% upon submission of draft report with supporting documents (deliverable 5.4)
- iii. Final payment of 50% upon submission of final report with supporting documents

8. REPORTING AND SUPERVISORY ARRANGEMENTS

8.1 The ILO is managing the consultancy with advice and support from a steering committee with representation of government, organised business and organised labour who will vet and comment on deliverables and final report

8.2 The ILO focal point is Jens Dyring Christensen, senior specialist for sustainable enterprises at the ILO Decent Work Team, Pretoria South Africa. All deliverables must be submitted by e-mail to dyring@ilo.org

9. APPLICATION PROCESS

9.1 All applications must be submitted in PDF format by e-mail to dyring@ilo.org by 22 April 2021, 23:59 South Africa Standard Time.

9.2 The e-mail subject heading should state the following: ***Proposal to develop decent work framework for Digital, ICT and GBS Master Plan***

- 9.3 Applications will be assessed and scored based on
- i. Service provider profile and structure of team for assignment
 - ii. Understanding of assignment and methodology to be used
 - iii. Management and technical skills
 - iv. Experience of similar or related work
 - v. References provided for previous work
- 9.4 All submissions will be acknowledged.
