



stats sa

Department:
Statistics South Africa
REPUBLIC OF SOUTH AFRICA

Specification: Procurement of Knowledge Management Consulting Services

1. Background

Statistics South Africa (Stats SA) seeks approval to procure the services of expert consultants to provide professional advisory and implementation support to the Chief Directorate: SOOD for the institutionalisation of Knowledge Management (KM) within the organisation.

2. Objective

The objective of this procurement is to establish and embed a structured Knowledge Management framework, processes, and practices that will enhance knowledge sharing, retention, and utilisation across Stats SA.

3. Scope of Work

The appointed consultant(s) will be required to:

- Conduct an environmental analysis of the current state of Knowledge Management practices within Stats SA including knowledge mapping and a knowledge audit
- Develop a comprehensive Knowledge Management Framework
- Develop a comprehensive Knowledge Management strategy and implementation roadmap
- Design knowledge management processes (process mapping)
- Design governance structures, policies, and standard operating procedures for KM
- Identify and recommend appropriate KM tools, platforms, and technologies
- Advise on the impact of Artificial Intelligence on Knowledge Management
- Facilitate stakeholder workshops and awareness sessions
- Support change management and capacity-building initiatives
- Provide guidance on knowledge capture, storage, and dissemination mechanisms
- Deliver periodic progress reports and a final close-out report.

4. Deliverables

- Inception report outlining approach and methodology
- Knowledge Management environmental analysis report
- Knowledge Management strategy document
- Implementation roadmap and action plan
- Knowledge management framework
- Knowledge Management policy and governance framework
- Advisory report on Knowledge Management tools, platforms, and technologies and impact of Artificial Intelligence on Knowledge Management
- Facilitation materials
- Training and awareness materials
- Final project report with recommendations

5. Reporting and Governance

The consultant(s) will report to the Chief Directorate: SOOD and work closely with designated project stakeholders within Stats SA.

Secure electronic progress reports will be provided by the consultant/s

- On at least a monthly basis;
- In a final close-out report; and
- Will be available to authorised staff.

6. Expected Outcome

The outcome of this service is the successful institutionalisation of Knowledge Management practices within Stats SA, enabling improved decision-making, operational efficiency, and knowledge retention.

7. Duration

The assignment will be conducted over a period of six (6) months, with an estimated level of effort of forty-two (42) working days.

8. Evaluation criteria

This RFQ will be evaluated in three stages as follows:

- Mandatory requirements
- Technical specification
- Price and preferential points

Stage 1: Mandatory requirement

No	Description	Compliant / Not Compliant
1	The consultant must have a NQF 7 qualification with additional diploma/certificate in Knowledge Management (Qualifications must be attached). Attached certified copy of qualification	

N.B Failure to meet the mandatory requirements will result in disqualification and the bidder will not be evaluated further.

Stage 2: Technical specification

The consultant(s) must demonstrate (With CV attached):

- Proven experience (minimum of five years) in Knowledge Management strategy development - Submit at least three references in a client letter head indicating the scope of work delivered. Reference letters need to be signed off.
- Proven experience (minimum of ten years) in Knowledge Management implementation - Submit at least three references in a client letter head indicating the scope of work delivered. Reference letters need to be signed off.
- Experience in engagement at executive level - Provide company profile with the listing of clientele with contact details.
- Expertise in organisational change management - Provide company profile with the listing of clientele with contact details.
- Knowledge of KM systems and digital platforms.

N.B Failure to comply with the requirements of technical specification will result in disqualification and bidder will not be evaluated further. To be considered in this stage, bidders are encouraged to comply with all elements of stage 2 Evaluation criteria.

Stage 3: Price and Preference will be evaluated as follows:

Price = 80 points

Preferential points = 20 points as outlined below:

- 10 Black ownership
- 5 women owned
- 3 youth owned
- 2 companies owned by people living with disability

Approved:

