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# REQUEST FOR PROPOSALS

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## PROVISION OF COMMUNICATIONS AND STAKEHOLDER MANAGEMENT SERVICES

**PROPOSAL DUE DATE: 16 October 2023**

Compensation for silicosis and TB

## REQUEST FOR PROPOSAL

<b>RFP : Communications &amp; Stakeholder Management Services</b>	<b>Proposal Due By: 16 October 2023</b>	<b>Tshiamiso Trust</b>
<p><b>Project Overview:</b></p> <p>The Tshiamiso Trust is an independently managed Trust that was established to give effect to the settlement agreement reached between six mining companies and claimant attorneys in the historic silicosis and TB class action on the terms set out in a Trust Deed. The companies are African Rainbow Minerals, Anglo American South Africa, AngloGold Ashanti, Harmony Gold, Sibanye Stillwater, and Gold Fields. The Trust is responsible for ensuring that compensation is paid, in terms of the Trust Deed, to current and former gold mineworkers across Southern Africa (SADC) who worked on qualifying mines in qualifying periods (or their dependents where the mineworker has passed away), and contracted silicosis or work-related TB due to exposure to silica dust.</p> <p>It is the objective of the Trust to ensure that all eligible claimants receive the compensation that is due to them, in fulfilling its mandate, the Trust needs to establish and maintain effective communication with all stakeholders, internally and externally.</p> <p>In actioning its mandate, the Trust is required to navigate complex engagements with governments, ex-mineworkers' associations, service providers and other stakeholders across eight countries to unlock access to potential claimants and the ability to process claims. Setting up operations in other countries is a complex task; it is imperative that we operate within the processes and protocols of each country to ensure that we are compliant and have the support of stakeholders, and that we are sensitive to the challenges of appropriate communication frameworks and platforms to ensure potential claimants' access to information about our services.</p> <p>This Request for Proposals (RFP) is for the appointment of an experienced and competent agency to provide stakeholder management and communication services to Tshiamiso Trust for a period of 24 months.</p> <p>1. In responding to the RFP, bidders are required to set out a clear framework/approach for the development of an integrated stakeholder engagement and communications strategy to support Tshiamiso Trust's mandate to deliver compensation to ex-mineworkers and their families with dignity, compassion and care to reflect our values. Short-listed bidders will be invited to present this framework to the adjudication panel.</p> <p>2. The Tshiamiso Trust reserves the right to review the pricing/financial proposal submitted by the bidder and make an assessment if their proposed costing is market-related or not and reserves the right to negotiate or not to negotiate with the preferred bidder or any bidder as per the recommendation of the adjudication committee. The process for negotiation will be governed by the Tshiamiso Trust internal SCM processes as approved.</p> <p>A copy of the Trust Deed and other useful documents are available on the Trust website: <a href="https://www.tshiamisotrusted.com/resources/documents/">https://www.tshiamisotrusted.com/resources/documents/</a></p>		
<p><b>Objectives and Scope of Service:</b></p> <p><b>The Trust invites proposals from service providers who can provide overall Trust Communication and Stakeholder Management Support Services, entailing the following:</b></p> <ol style="list-style-type: none"><li><b>1. Public Relations and Reputation Management</b><ol style="list-style-type: none"><li>a) Strategic support to the Trust</li><li>b) Overall implementation in line with strategic intent to communicate with claimants.</li></ol></li> <li><b>2. Stakeholder Engagement</b><ol style="list-style-type: none"><li>a) Establish relations and work across different countries in the SADC region.</li><li>b) Provide advisory support</li><li>c) Identify engagement opportunities</li><li>d) Develop strategies to manage implementation risk and reputational risk</li><li>e) Distribution of relevant communication content to stakeholders.</li></ol></li></ol>		

**3. Internal Communication**

- a) Quarterly Newsletter
- b) Weekly Announcements/Reports
- c) Monthly, quarterly, and annual reports
- d) Intranet updates

**4. Crisis Communication**

- a) Develop communication crisis plan
- b) Design responses and develop standard operating procedures
- c) Reputational management

**5. Media Relations**

- a) Develop media relations strategy and plan
- b) Manage media relations and media monitoring
- c) Identify appropriate traditional and digital channels for dissemination of content
- d) Media buying

**6. Media training**

- a) Provide media training for the Trust executives, management, and staff.

**7. Media database**

- a) Develop and manage media database

**8. Content development**

- a) Develop annual strategies and plans
- b) Write and develop suitable plans for all Trust social media platforms and articles

**9. Digital and social media**

- a) Develop social media content strategy
- b) Community engagement
- c) Media monitoring and reporting

**10. Trust document preparation/development and support**

- a) Language translations
- b) Official letters
- c) Report drafting including interim and annual reports

**11. Publicity**

- a) Promotional materials
- b) Design
- c) Branding
- d) Production
- e) Distribution

**12. Website Management**

- a) Updates and design

**13. Campaigns**

- a) Support the development and execution of ad hoc communication campaigns

**Response Format**

Potential service providers can respond in free form format addressing the following sections:

- Scope
- Methodology and Approach
- Staffing
- Fees

- Company profile and references to similar projects concluded previously.

### Evaluation and Appointment

The evaluation team will evaluate the responses and make a recommendation on the appointment of one service provider. Upon approval of the recommendation, one service provider will be appointed, and other participants will be informed of the decision.

### Project Duration

The Trust envisages that the appointed service provider will be contracted for 24 months.

RFP Publication date: **2 October 2023**

Deadline for submitting applications: **16 October 2023**

Contract commencement date: **1 February 2024**

Contact: Janine Smith

### Submission Requirements

Proposal

1. E-mail proposal to [janine.smith@tshiamisotrust.com](mailto:janine.smith@tshiamisotrust.com).
2. Insert RFP: Stakeholder Relations & Communication in e-mail subject line. Failure to do this may result in your proposal being missed and not being considered.
3. All e-mail queries should use the same subject heading i.e., RFP: Stakeholder Relations & Communication.

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