



GIPF
Government Institutions
Pension Fund

To guard, and to grow.

**GIPF House, corner of Dr Kenneth David Kaunda/Goethe Street,
PO BOX 23500 WINDHOEK**
Tel. +264 61 205 1745 E-mail: jshipanga@gipf.com.na

TERMS OF REFERENCE (TOR)

BID NCS/RFP/GIPF-01/2026

DEVELOPMENT OF A STAKEHOLDER ENGAGEMENT FRAMEWORK AND TRACKING AND REPORTING DASHBOARD TOOL

**BID NCS/RFP/GIPF-01/2025: DEVELOPMENT OF A STAKEHOLDER ENGAGEMENT FRAMEWORK AND
TRACKING AND REPORTING DASHBOARD TOOL**

Table of Contents

1. Introduction	3
2. Objective of the Assignment	3
3. Scope of Work	3
4. Deliverables	4
5. Project Duration	4
6. Required Competencies and Experience	4
7. Proposal Submission Requirements	4
7.1 Mandatory Requirements	4
7.2 Technical Requirements	5
8. Confidentiality	5
9. Evaluation Criteria	5
10. Incurring Cost	6
11. Enquiries	6
12. Closing Date and Submission of Proposals	6

1. INTRODUCTION

The Government Institutions Pension Fund (GIPF) is a pension fund providing retirement and related benefits to its members. In line with its mandate to communicate effectively and consistently with various stakeholders and the broader public, GIPF seeks the services of a professional and experienced creative service provider to submit a proposal for the development of a comprehensive Stakeholder Engagement Framework and Stakeholder Tracking and Reporting Dashboard tool.

2. OBJECTIVE OF THE ASSIGNMENT

The objective of this exercise is to develop a targeted stakeholder engagement framework and stakeholder tracking and reporting dashboard for the GIPF.

3. SCOPE OF WORK

- a) Stakeholder Mapping – Identify, analyse, and prioritising individuals or groups (influence vs interest matrix) affected by or able to influence the GIPF.
- b) Segment stakeholders into priority groups,
- c) Define and set out engagement principles, guidelines and protocols, frequency and methods.
- d) Align engagement framework to the Funds Strategic Plan 2026 to 2029 and values,
- e) Develop reporting and monitoring tool dashboard and recommend continuous improvement processes.
- f) Review existing stakeholder engagement strategy and policies.
- g) Identify gaps and risks in the existing stakeholder engagement strategy and policies.
- h) Develop and engagement strategy and plan in respect of targeted initiatives for various stakeholders.

4. DELIVERABLES

- a) Commencement all follow up status meetings,
- b) Stakeholder mapping and matrix,

- c) Stakeholder Framework,
- d) Stakeholder engagement strategy, policy, and plan,
- e) Interactive Reporting and Monitoring Tool – Dashboard,
- f) Workshop with internal stakeholders for the development of the framework – 20 participants,
- g) Workshop materials, presentations etc.

5. PROJECT DURATION

The project from appointment to completion and delivery of all required and agreed milestones should not exceed 12 weeks.

6. REQUIRED EXPERIENCE AND COMPETENCIES

- a) At least 3-5 years' proven experience in stakeholder engagement or corporate communication.
- b) Proven experience in stakeholder engagement framework and strategy development, existing developed sample will be an added advantage
- c) Proven and strong research experience and capability.
- d) Proven experience and background in facilitating and hosting stakeholder framework engagement workshops.

7. PROPOSAL SUBMISSION REQUIREMENTS

7.1 Mandatory Requirements

- a) Instructions to Bidders Form must be completed and submitted together with the bidders' original proposal. Failure to submit will render bid invalid.
- b) Original or Certified Copy of Valid Certificate of Good standing issued by NAMRA. Failure to submit will render bid invalid.
- c) Original or Certified Copy of Valid Certificate of Good Standing with the Social Security Commission. Failure to submit will render bid invalid.
- d) Copy of company's registration certificate issued in terms of section 70 of the Companies Act 2004 (Act 28 of 2004). Failure to submit will render bid invalid.

- e) Proof from the Employment Equity Commissioner that the bidder is not a relevant employer as defined in the Employment Equity Act. Failure to submit will render bid invalid.

7.2 Technical Requirements

- a) Portfolio of recent work (minimum 3-5 examples)
- b) Reference letters from 3 entities for similar work done
- c) Detailed proposal with methodology, project timeline, and approach
- d) Team composition and CVs of key and project personnel
- e) Pricing and financial proposal

8. CONFIDENTIALITY

All GIPF information provided for the development of the framework must be treated as confidential and used solely for the purpose of this project. The service provider appointed for this project will be obligated to sign a non-disclosure agreement.

9. EVALUATION CRITERIA

Proposals will be evaluated based on the following criteria:

Evaluation Criteria	
Mandatory documents	(Y/N) Failure to submit will lead into a disqualification.
Technical Requirements	Weight (%)
Company profile and portfolio	10
Concept presentation to a panel	15
Relevant experience and references	20
Technical proposal and approach	30
Skills diversity of creative team	15
Financial proposal	10
Total	100

10. INCURRING COST

The Government Institutions Pension Fund assumes no responsibility or liability for costs incurred by the bidder for work performed in the preparation and production of their proposal or for any work performed prior the signing of a contract.

11. ENQUIRIES

For all bid enquiries, contact the following person:

Ms. Julia Shipanga
Procurement Officer
T: +264 81 950 7740
E: jshipanga@gipf.com.na

Business Hours are 08:00 to 16:30 (Monday to Friday).

12. CLOSING DATE AND SUBMISSION OF PROPOSALS

Proposals should be posted or hand delivered in a sealed envelope citing the bid number and detailing the services to be rendered as per details below:

BID NO. NCS/RFP/GIPF-01/2026: Development of a Stakeholder Engagement Framework and Tracking and Reporting Dashboard Tool

GOVERNMENT INSTITUTIONS PENSION FUND
GIPF House, Ground Floor, Reception
Corner Dr Kenneth David Kaunda and Goethe Street
P.O. Box 23500
Windhoek, Namibia

Proposal deadline is **22 July 2026 at 12:00 p.m.**

No proposals will be accepted after the deadline.
