

10 May 2019



### **WAPA Secretariat contract review**

The Wireless Access Providers Association (WAPA) is in the process of renewing its Secretariat contract as part of a good governance process.

The new contract will be to run the Secretariat function from July 2019 to June 2024 (5 years). There will be a probationary period for 6 months. The contract will then remain in place as long as the key performance indicators are met based on a 6 monthly review process

### **Scope of Work**

The scope of work is to run the administrative function of an industry representative body.

WAPA currently has:

180 Full members

30 Vendor members

20 Consultant members

10 NGO members

The constitution of WAPA is available on our website [www.wapa.org.za](http://www.wapa.org.za)

### **Critical Success Factors**

- 1) Confidentiality of information and complete trust that members' information will not be shared under any circumstances with each other or members of the Management committee.
- 2) Impartiality, especially when dealing with consumer complaints from the public towards any of the members.
- 3) Good governance. Strong ability to accurately keep records, minutes and any other related documentation required for future reference.
- 4) Social interaction. High level of positive engagement with members and providing a value to belonging to the organisation.
- 5) Legal awareness. Strong guidance in terms of the constitution of the members and the management committee.
- 6) Discipline. Administering required meetings and ensuring regular attendance of those meetings.

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Management Committee:  
Tim Genders (Chairperson), Marco de Ru (Treasurer), Karel Venter (Deputy Chair)  
Francois Fourie, Eric Thwala, Paul Colmer, Riyaz Kerbelker, Johann Lemmer  
Estelanie Kennedy (Secretariat)

## Key performance indicators

The key performance indicators are:

	Current	Target	Expectation
Office function	Administration of 250 members	Administration of all 500 members as the membership increases	Keep monthly regular expenses below 10% of total regular subscriptions
Coverage requests	250 a month	2500 a month in the next 6 months	Advertising campaigns in national newspapers, trade publications, industry-related websites, Google AdWords
New Membership take on	260 members	500 members in the next year	Success with the coverage requests will bring new members. Successfully sign up
Regional events	3 a year – attendance of 50 people	3 a year – attendance of 100 people	Find sponsors. Attend throughout. Pictures, writes up and follow up and conversion of all potential Members to Membership status.
Complaints	Manage the complaints process	Manage the complaints process	As current
WAPA meetings	Manage and minute the monthly Manco meetings	Manage and minute the monthly Manco meetings with full understanding of the constitution	Minutes out within 3 working days of the Manco meeting. Follow up on actions 1 week before next meeting
National training Indaba	150 delegates once a year	200 delegates next year.	Manage the event and find sponsors for the event.
WAPA membership one-on-one interaction	None	Visit every member once every two years. With a Mancom member	Extensive full week one on one meeting to be scheduled to coincide with the regional events.
Accounts	260 members subscriptions up to date and monthly income statement	500 members subscriptions up to date and monthly income statement	Work with book keeper
Projects	TVWS	Exceed requirements of USTDA	Management & administration
Government meetings	Attendance at all ICASA, DTPS, CSIR meetings with WAPA Mancom member	All events as they arise	Feedback on the event to the newsletter

**List of acronyms:**

DTPS – Department of Telecommunications and Postal Services  
ICASA – Independent Communications Authority of SA  
TVWS – Television White Space  
USTDA – US Trade & Development Agency

**Personality character**

The following characteristics are required

Priority order
Altruism
Attention to detail
Discipline
Frustration handling
Good conflict handling skills
Good problem solving skills
Individual inclination
Innovation
Leadership
People positive
Propensity to change
Propensity to hand off
Propensity to own
Resilience
Responsiveness
Routine
Self confidence
Self motivation
Team playing inclination
To simplify

**Responses**

Responding companies or individuals are invited to submit:

- their proposal of how they would run the administrative function of WAPA.
- CV's of who would be involved in the team
- Monthly fee over the next 12 months
- Inflation escalation fee for next year.
- Increased fee based on growth of new members joining WAPA

- Document showing previous experience in running a similar organisation
- BEE certificate level
- Tax clearance certificate

Submission to be sent to the chair of WAPA by 5pm 30 May 2019

Tim@wapa.org.za

Yours Sincerely

Tim Genders  
Chair on behalf of the WAPA management committee.