

TERMS OF REFERENCE
BID NUMBER: BID NUMBER: TENDER-/INS/2022/01009

**APPOINTMENT OF A SUITABLE SERVICE PROVIDER TO CONDUCT RESEARCH AND
IMPACT ASSESSMENT ON A YEARLY BASIS OF INSETA LEARNING PROGRAMMES FOR A
PERIOD OF (3 YEARS)**

Board Members: Mr. J.S. Ngubane (Chairperson), Ms. V. Pearson (Business), Ms. L. van der Merwe (Business), Ms. R.G. Govender (Business), Ms. P. Mendes (Business), Ms. Z. Motsa (Business), Mr. M. Soobramoney (Labour), Mr. J.J.M. Mabena (Labour), Ms. S.A. Anders (Labour), Mr. C.B. Botha (Labour), Ms. S.T. Dinyake (Labour), Ms. F. Mabaso (Government), Mr. S.M. Mpuru (Community Organisation)

CEO: G. Mkhize

1. BACKGROUND

- 1.1** The Insurance Sector Education and Training Authority (INSETA) is a public entity listed in schedule 3A of the PFMA and was established in March 2000. The INSETA must, in accordance with any prescribed requirements to perform in accordance with the Skills Development Act (SDA), the Skills Development Levies Act (SDLA), the Public Finance Management Act (PFMA), any other relevant legislation and the Constitution.
- 1.2** INSETA has an obligation to prepare and submit a high quality and a well-researched Sector Skills Plan (SSP) to the Department of Higher Education and Training bi-annually (June and August of each year), which will be informed by Information obtained from the Impact study findings which will be utilized during SSP compilation.

The aim of this study is to track and survey the impact of the INSETA funding on graduates from the INSETA-funded Learning Programmes (Unemployed learnerships, rural learnerships, Internships, Work Integrated Programmes and Bursary for youth).

This will support INSETA strategy to support youth to gain scarce and critical skills qualifications and inform future PIVOTAL Programmes aimed at enhancing employability and growth of the insurance sector.

2. PURPOSE

- 2.1** The Insurance Sector Education and Training Authority (INSETA) hereby invites interested qualified, independent, and experienced research organisations to conduct an impact/tracer study of learners on the INSETA-funded learning programmes implement from 2020/2021, 2021/2022, 2022/23.

2.2 The main objectives of the Impact Studies are:

- 2.2.1** To track and survey the impact of the INSETA funding on graduates from INSETA Learning Programmes (Unemployed learnerships, rural learnerships, Internships, Work Integrated Programmes and Bursary for youth) across all provinces and report per province
- 2.2.2** To obtain perceptions of learners/graduates towards INSETA qualifications.
- 2.2.3** To identify challenges experienced by learners on finding employment once completed with the INSETA Programmes
- 2.2.4** To assess the employment status of the learners that were funded by INSETA, including their progression in their careers.

2.3. SCOPE OF WORK

The Impact Assessment is divided into the following functional areas:

- 2.3.1 **Planning Phase** - Development of a proposal illustrating the aim, objectives, desktop research and data collection methods and sampling techniques, deliverables and timelines.
- 2.3.2 **Data Collection and Analysis** – Collation of both primary and secondary data for analysis. This includes interviews with learners, training providers and employers and professional bodies.
- 2.3.3 **Meetings** – Regular steering committee(s) meeting attendance as and when required.
- 2.3.4 **Reporting and Presentation** – Compiling of progress reports for deliverables indicated in the proposal. Furthermore, presentation of preliminary and final results.
- 2.3.5 **Disbursements** – Telephone calls, emails and travel (according to SARS rates).

3. DELIVERABLES

The Service Provider will be responsible for:

- 3.1 **Planning** – Develop a detailed proposal for the Design and Development of an Impact Assessment model as part of the Impact study.
- 3.2 Develop a detailed proposal showing all activities, deliverables, checkpoints and timelines for the duration of the complete project, in accordance with the approved TOR.
- 3.3 The proposal must adopt a mixed methods approach (i.e. qualitative, quantitative mixed method).
- 3.4 Present the detailed proposal to the INSETA for their ratification and approval.
- 3.5 Update the proposal as and when required until it is approved.
- 3.6 **Data collection and analysis.**
 - 3.6.1 To facilitate data collection workshops with all INSETA divisions to ensure the accuracy of data to be collected for the next 3 years and the importance of all data in future impact studies.
 - 3.6.2 Develop the necessary Data Collection tools (e.g. questionnaire and semi-structured interview guide/s)
 - 3.6.3 At least three attempts must be made to contact training providers, beneficiaries and employers and professional bodies before reporting that the participants non-contactable
 - 3.6.4 Training providers, beneficiaries and employer's ad professional bodies will be contacted via cellphone, landline, email, face-to-face or virtual.

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- 3.6.5 Capture the data in a format that is presentable to INSETA. The raw data must be provided to the INSETA.
- 3.6.6 Once all data is collected and cleaned, carry out an analysis of the data.
- 3.6.7 Prepare a detailed analysis report for each of the programmes implemented as per the approved data analysis plan.
- 3.6.8 Submit progress reports to the Research Specialist/Skills Planning and Research Manager on a monthly basis.

3.7 Progress reporting

Provide regular progress reports to ensure that monitoring of performance and progress in terms of data collection and analysis phases.

- 3.7.1 Summary of activities undertaken and the progress in meeting deliverable/s;
- 3.7.2 Deliverables for month to be attached to the report;
- 3.7.3 Deliverables achieved since last report;
- 3.7.4 Updated data collection plan;
- 3.7.5 Project financial status;
- 3.7.6 Issues and risks that may affect timescales or deliverables.

3.8 Knowledge, qualification, and experience

The service provider must provide the INSETA with a Lead Researcher who has obtained the following qualification and experience:

- 3.8.1 Minimum of a PHD degree in any of the related fields of Social Sciences, Education, Economics, Statistics and Management Sciences
- 3.8.2 Minimum of at least 3 completed impact studies in any of the related fields of Social Sciences, Education, Economics, Statistics and Management Sciences
- 3.8.3 Knowledge and experience of learnerships, bursaries, skill Programmes, internships and occupational qualification delivery
- 3.8.4 Programme Monitoring and Evaluation
- 3.8.5 Excellent communication and report writing skills.

4. TIMEFRAMES

- 4.1 The duration of the contract will be for a period of **3 years** subject to annual renewal

5. CONTRACTUAL OBLIGATION

- 5.1 Bidders to fully complete **SBD 3.3** including all applicable costs. **(i.e including VAT)**
- 5.2 In the case of the service provider using sub-contractors, the former will be responsible for ensuring delivery of services from any such sub-contractors and for making any payments to such sub-contractors.
- 5.3 **Bidder will be subjected to annual review in terms of measuring satisfactory performance.**
- 5.4 The successful bidder will be required to have adequate professional indemnity as well as liability insurance in place **(upon parties contracting).**
- 5.5 Bidders are required to fully comply with the relevant SCM Legislative Framework as well as application of regulatory and prescripts. Bidders are also required to take all reasonable steps to protect information, in line with the provisions of the POPIA 4 of 2014.

6. ABSENCE OF OBLIGATION & CONFIDENTIALITY

- 6.1 No legal or other obligation shall arise between the service provider and INSETA unless/until both parties have signed a formal contract or Service Level Agreement.
- 6.2 The Contract site is at **INSETA (as and when required).**

7. WORKMEN AND SUPERVISION ON SITE

- 7.1 The service provider shall be held responsible for the conduct of his employees and the conduct of his sub-contractor's employees for the full duration of the contract.

8. ADMINISTRATIVE COMPLIANCE CRITERIA (Phase 1)

Bidders are required to fully complete and sign the below mentioned returnable documents:

- 8.1 Standard Bid Document one (1) Invitation to Bid and Proof of company resolution (as referenced in SBD 1)
- 8.2 Standard Bid Document four (4) Bidder's Disclosure
- 8.3 Standard Bid Document six-point one (6.1) Preference Points Claim Form
- 8.4 General Condition of Contract (GCC) – *initial each page*
- 8.5 Standard Bid Document three-point three (3.3) Pricing Schedule and Annexure A

Note: All bidders who do not comply with the items listed above will be disqualified.

9. PREQUALIFICATION CRITERIA (Phase 2)

- 9.1 Proof of registration on CSD (**Central Supplier Database**) full CSD report.
- 9.2 Bidders must provide a **valid BBBEE Certificate** (accredited by SANAS only) or Sworn Affidavit (in as prescribed or CIPC or DTI template) – **BBBEE Contributor Level 1 or Level 2**

Note: All bidders who do not comply with the items listed below will be disqualified.

10. EVALUATION CRITERIA

10.1 Responses will be evaluated using a predetermined set of evaluation criteria. The evaluation criteria is designed to reflect the INSETA's requirements in terms of identifying a suitable service provider and ensure the selection process is transparent and affords all the bidders a fair opportunity for evaluation and selection.

10.2 Functional Evaluation threshold (Phase 3)

10.2.1 The tender submission will be functionally evaluated out of **100 with a minimum of 70 points for the bidder to qualify for evaluation of BBBEE & Price Preference (Phase 4)**

10.3 Functional Evaluation Criteria Phase 3:

The evaluation is based on functionality, which will be evaluated using the following criteria and points:

Evaluation Area	Functional Criteria	Max Points
Qualifications	<p>Qualifications of the Lead Researcher/project team leader are a minimum of a PHD degree or Master's Degree in any of the following fields: Social Sciences, Education, Economics, Statistics and Management Sciences</p> <p>NB. Attach certified copy (not older than 3 months) by a commissioner of oath of qualification/s and the CV of the Lead Researcher/project team leader - Uncertified qualification certificates will not be accepted as authentic.</p> <ul style="list-style-type: none"> • Masters = 10 points • PHD = 20 points <p>Noncompliance with this requirement = 0 points</p>	20
Experience: Lead researcher	<p>Lead Researcher/project team leader Must at least have done and completed three (3) impact studies in any of the related fields of Social Sciences, Education, Economics, Statistics and Management Sciences within the SETA or within the Education and Training environment.</p> <p>Bidder to submit evidence of the studies completed:</p> <ul style="list-style-type: none"> • minimum of 3 Impact studies completed - 10 points • 5 Impact studies completed – 15 points <p><i>NB: Experience should be in a table format with contactable references, for example: Name of institution, title of the study, year conducted, year completed, and purpose of the study, contactable reference name, and contact details</i></p> <p>Non-compliance with the minimum criteria = 0 points</p>	15

Evaluation Area	Functional Criteria	Max Points
Reference letters	<p>Must submit a minimum of (3) Reference Letters relevant and contactable clients that were serviced previously in the last ten (10) years</p> <ul style="list-style-type: none"> • 3-4 references – 20 points • 5 and above references – 30 points <p><i>NB: The Reference Letter must be on the letterhead of the previously serviced client and should reflect the name of the client, title of the impact study, year conducted, year completed, purpose of the study, contactable reference name and contact details (active email).</i></p> <p>Noncompliance with any of the above = 0 points</p> <p>Note: Due diligence will be conducted against reference letters submitted.</p>	30
Project resourcing	<p>A table detailing team members name, position, qualifications, and work experience including team CV's = (10) Points</p> <p>Non submission of table equals zero (0)</p> <p>Team must comprise of at least:</p> <p>Team leader, coordinator (2) and administrator (2) <i>Project team with five (5) team members</i></p> <p>Project team with a minimum of five (5) team members = 20 points or</p> <p>Team leader, coordinator (3) and administrator (3) Project team with 7 and above team members = 25 Point</p>	35
TOTAL		100

Bidders who obtain less than the minimum threshold of **70 points** will be declared non-responsive and therefore will not be eligible for **evaluation of BBBEE & Price Preference**.

10.4 Preference Evaluation (Phase 4)

10.4.1 BBBEE and Price

As the tender **price is estimated to be below R50 million**, the tender responses will be evaluated on the **80/20**-point system.

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11. ADJUDICATION USING A POINT SYSTEM

- 11.1** The bidder obtaining the highest number of total points will be awarded the contract unless objective criteria justify the award to another bidder.
- 11.2** Preference points shall be calculated after process has been brought to a comparative basis taking into account all factors of non-firm prices.
- 11.3** In the event that two or more bids have scored equal points, the successful bid must be the one scoring the highest number of preference points for B-BBEE.
- 11.4** However, when functionality is part of the evaluation process and two or more bids have scored equal points for B-BBEE, the successful bid must be the one scoring the highest score for functionality.
- 11.5** Should two or more bids be equal in all respect, the award shall be decided by the drawing of lots.

12. POINTS AWARDED FOR PRICE

The **80/20** preference point system

A maximum of **80** points is allocated for price on the following basis:

$$P_s = 80 \{1 - (P_t - P_{\min})\}$$

P min

Where:

P_s	=	Points scored for comparative price of bid under Consideration
P_t	=	Comparative price of bid under consideration
P_{\min}	=	Comparative price of lowest acceptable bid

13. B-BBEE PREFERENTIAL POINTS WILL BE AWARDED AS FOLLOWS:

B-BBEE Status Level of contributor	Number of points 80/20 system
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

13.1 Bidders who qualify as EME's and QSE's in terms of the B-BBEE Act must submit a Sworn affidavit. Misrepresentation of information constitutes a criminal offence.

13.2 Bidders other than EME's or QSE's must submit their original and valid B-BBEE status level verification certificate or a certified copy thereof, substantiating their B-BBEE rating issued by SANAS.

13.3 Tertiary institutions and public entities will be required to submit their B-BBEE status level certificates in terms of the specialized scorecard contained in the B-BBEE Codes of Good Practice.

13.4 Consortium

13.4.1 A consortium is an association of two or more individuals, companies, organisations or governments (or any combination of these entities) with the objective of participating in a common activity or pooling their resources for achieving a common goal.

13.4.2 A consortium requires that each participant retains its separate legal status and the consortium's control over each participant is generally limited to activities involving the joint endeavour, particularly the division of profits. A consortium is formed by contract, which designates the rights and obligations of each member.

13.4.3 In a consortium, only the lead bidder's credentials both in terms of financial and technical qualifications are considered. Therefore, the interpretation and application to a RFQ/Bid process is such that the lead partner is identified and the following requirements are required as follows:

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a) Lead Partner

- All administrative documents (consortium agreement between the lead partner and the partner)
- Technical requirements (which will show in the proposal and other requirements why the need for the consortium, which for all intent and purpose fulfils the requirements of the bid through combination of skills)

b) Partner

- Proof of CSD registration.
- Tax Pin.
- BBBEE Sworn-Affidavit.
- SBD 4

13.4.4 It should be taken into cognisance that although the lead partner is the qualifying entity, the partner should prove that it can do business with state-owned entities, through CSD registration, proof that the taxes are compliant, its level of BBBEE status in order to align with the BBBEE status level required by the BID, declare interest and answer questions that it is not a disqualified entity with the National Treasury. The foregoing ensures compliance from an SCM process perspective that the consortium is in order.

13.4.5 Of importance is that in a consortium, each individual team members retain their identities.

13.5 A joint venture

13.5.1 A joint venture is a business entity created by two or more parties, generally characterized by shared ownership, returns and risks and shared governance.

13.6 Unincorporated joint venture:

13.6.1 All SCM documents are filled in by the joint venture in the name of the joint venture, although the submission of administrative documents (partnership agreement between parties) will be completed in the name of the joint venture, and the following will be required from both parties, amongst others

- a) SBD 4
- b) SBD 6
- c) Tax pin
- d) CSD registration.
- e) The JV agreement will direct which bank account of the two entities will be used.
- f) Consolidated Joint BBBEE Certificate.

13.7 Incorporated joint venture

13.7.1 This aligned to a registered entity or company. A registered entity/ company with a consolidated BBBEE certificate and a bank account in the name of the Joint venture.

The required compliance documents must be complete by the entity/ company the name of the joint venture, and the following will be required amongst others

- a) SBD 4
- b) SBD 6
- c) Tax pin
- d) CSD registration.
- e) The JV agreement will direct which bank account of the two entities will be used.
- f) Consolidated Joint BBBEE Certificate.

13.7.2 A person will not be awarded points for B-BBEE status level if it is indicated in the bid documents that such a bidder intends sub-contracting more than 25% of the value of the contract to any other enterprise that does not qualify for at least the points that such a bidder qualifies for, unless the intended Sub-contractor is an EME that has the capacity and the ability to execute the sub-contract.

13.8 A person awarded a contract may not sub-contract more than 25% of the value of the contract to any other enterprise that does not have equal or higher B-BBEE status level than the person concerned, unless the contract is sub-contracted to an EME that has the capacity and the ability to execute the sub-contract.

14. COMMUNICATION

14.1 Respondents are warned that a response will be disqualified should any attempt be made by a bidder either directly or indirectly to canvass any officer(s) or employees of INSETA in respect of BID process, between the closing date and the date of the award of the business.

All enquiries relating to this BID should be emailed **three days before the closing date.**

15. CONDITIONS TO BE OBSERVED WHEN BIDDING

15.1 The organization does not bind itself to accept the lowest or any BID, nor shall it be responsible for or pay any expenses or losses which may be incurred by the bidder in the preparation and delivery of his BID submission. The organization also reserves the right to withdraw or cancel the BID at any stage.

No BID shall be deemed to have been accepted unless and until a formal contract / letter of award is prepared and executed.

The competitive shall remain open for acceptance by the Organization for a period of

120 days from the closing date of the BID Enquiry.

INSETA reserves the right to:

- ~~15.2 Not evaluate and award a bid that~~ do not comply strictly with this BID document.
- 15.3** Make a selection solely on the information received in the Bid Document and Enter into negotiations with any one or more of preferred bidder(s) based on the criteria specified in the terms of reference.
- 15.4** Contact any bidder during the evaluation process, in order to clarify any information, without informing any other bidders. During the evaluation process, no change in the content of the BID shall be sought, offered or permitted.
- 15.5** Cancel this BID at any time as prescribed in the PPPFA.
- 15.6** Should bidder(s) be selected for further negotiations, they will be chosen on the basis of theof cost effectiveness and the principal of value for money not necessarily on the basis of thelowest costs.

16 Cost of Bidding

- 16.1** The bidder shall bear all costs and expenses associated with preparation and submission of its BID submission and the INSETA shall under no circumstances be responsible or liable for any such costs, regardless of, without limitation, the conduct or outcome of the bidding, evaluation, and selection process.

17 Note to Bidders:

- 17.1** Due diligence to be conducted by INSETA prior to the award of the contract.

END OF TERMS OF REFERENCE DOCUMENT