



inseta

INSURANCE SECTOR EDUCATION
AND TRAINING AUTHORITY

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TERMS OF REFERENCE

DESCRIPTION

BID NUMBER: TENDER-INS/2023/24/007

BID DESCRIPTION – APPOINTMENT OF A SERVICE PROVIDER TO CONDUCT A DATA CLEAN-UP, CLOSURE OF HISTORICAL LEARNER RECORDS AND ACHIEVEMENTS FOR A PERIOD OF TWELVE (12) MONTHS.

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** The Insurance Sector Education and Training Authority (INSETA) therefore seeks to appoint a service provider to conduct a data clean-up, closure of historical learner records and achievements for a period of 12 months.

2 CURRENT SITUATION

- 2.1** The ETQA Division endeavours to comply with the skills development transition dates as stipulated in the Occupational Qualification Sub Framework. In ensuring compliance with QQSF dates, ETQA will use this project to reduce queries relate to learning undertaken as far back as 2004 to date through various training providers. This creates a requirement to conduct an exercise to retrieve files from archives and to reconcile that data, against the data that is on the INSETA Management Information System (MIS). The estimated number of learners affected is ±3500.

2.2 Problem Statement

2.2.1 The problems with respect to incomplete or missing data are listed below:

- I. Learner credits not loaded onto the INSETA MIS system;
- II. Verification reports not approved;
- III. NLRD forms not signed by providers;
- IV. Learning programmes verified, credits uploaded but not approved;
- V. Learning programmes incomplete;
- VI. Registered learners against INSETA qualifications but not achieved;
- VII. Some learners are not on the MIS system at all;
- VIII. SDP's closed down without uploading learner assessments.

3 PROJECT OUTCOME

- 3.1** To ensure that affected learners obtain learning achievements due, and to address backlogs related to certification which occurs as a result of the quality of data captured onto the INSETA MIS system, the ETQA division requests the procurement of a service provider who shall undertake a data clean-up and or closure of learner records allowing for ETQA certification.

4. SCOPE OF WORK

- 4.1 The appointed service provider will be required to perform the below:
- 4.1.1 Phase 1: Preliminary evaluation and review of INSETA learner records available in hard, soft, electronic formats and the allocation of the applicable learner statuses;
 - 4.1.2 Phase 2: Contact registered learners on the INSETA MIS, demonstrating an incomplete record of learning against an INSETA registered qualification, to ascertain whether completion of the qualification through RPL is a desired option;
 - 4.1.3 Phase 3: Conduct Recognition of Prior Learning (RPL) to ensure the closure of incomplete qualification records captured on the INSETA MIS;
 - 4.1.4 Phase 4: Manage and conduct the RPL process for approximately 300 historical learners within the Insurance sector who have expressed an interest to complete learning through RPL;
 - 4.1.5 Phase 5: Conduct close out INSETA verification of all learner achievements emanating from INSETA record and data cleanup or RPL processes;
 - 4.1.6 Phase 6: Upload all outstanding learner information and achievements onto the INSETA MIS system emanating from INSETA record and data cleanup or RPL processes;
 - 4.1.7 Phase 7: Issue learner statement of results and or full qualification certificates to all qualifying learners;
 - 4.1.8 Phase 8: Report to the INSETA and provide project status reports as required;
 - 4.1.9 Phase 9: Testing, validation and integration/interface with INSETA ICT environment.

5 EXPECTED APPROACH AND DELIVERABLES:

- 5.1 Sort out learner data from the system and from hard copies according to Training; Providers and according to the work required to ensure certification;
- 5.2 Upload learner information on the system;
- 5.3 Scan learner ID documents for proper record keeping;
- 5.4 Manage the roll out of RPL for qualifying learners stated in the scope of work;
- 5.5 Conduct close out verification of learner achievements;
- 5.6 Load all information on MIS for proper document and information management;
- 5.7 Upload learner credits on the MIS system;
- 5.8 Issue all learner statement of results and certificates emanating from data clean-up or the closure of historical learner records and achievements as scoped;
- 5.9 Update learner status on the MIS system;
- 5.10 Document provider information and archive records of Skills Development Providers that are no longer operational;
- 5.11 Compile verification documents according to Skills Development Providers;
- 5.12 Provide periodic reports in line with the approved project plan and the service level agreement;
- 5.13 Make recommendations on emerging data issues;
- 5.14 Provide a closure report at the end of the project;
- 5.15 The bidder's proposal must include a detailed project plan.

6 KNOWLEDGE, QUALIFICATION, AND EXPERIENCE OF THE BIDDER AND PROJECT TEAM

6.1 Project/Team Lead

- 6.1.1 Bachelor's degree in statistics, mathematics, computer science, information management, commerce or similar.
- 6.1.2 Project Management Certification or equivalent.
- 6.1.3 At least 5 years of experience in project management for IT or data cleansing related projects.
- 6.1.4 Managed at least one Data Management Project or business intelligence system or management information system implementation project of similar scope and complexity within the last three years.
- 6.1.5 Good understanding of Data Management Body of Knowledge principles from DAMA.

6.2 Data Analyst

- 6.2.1 National diploma in statistics, mathematics, computer science, information management, commerce or similar.
- 6.2.2 At least 5 years of experience in data quality analysis or profiling.
- 6.2.3 Good understanding of Data Management Body of Knowledge principles from DAMA.
- 6.2.4 DAMA Certificate / Similar.

6.3 Data Processing Team Skills and Qualification. The team must have the following:

- 6.3.1 The bidder must provide x2 Assessors (INSETA constituent) and x1 Moderator with a minimum of 5 years' experience.
- 6.3.2 A data processing team of x3 personnel with minimum of three (3) years data processing or related experience.
- 6.3.3 Knowledge of Legislation Governing Education and Training in South Africa, Discretionary Grants, Learning Management, ETQA Regulations, SAQA NLRD specifications, SETMIS and upload requirements.
- 6.3.4 Expertise in working with Excel at an advanced level, report-writing skills, and administration skills.
- 6.3.5 Legal / Audit qualification.

7 PERFORMANCE MEASURES

- 7.1 The performance measures for the delivery of the data clean-up will be closely monitored by INSETA ETQA division.
- 7.2 The INSETA ETQA division will be responsible for the management of the Service Level Agreement.

8 REPORTING

- 8.1 The Service Provider will periodically progress reports to the ETQA Manager in line with the SLA, and upon completion of the programme, the service provider must provide a final closure report.

9 TIMEFRAMES

9.1 The contract duration will be for a period of twelve (12) months.

10 CONTRACTUAL OBLIGATIONS

- 10.1 Bidders to fully complete SBD 3.1 including all applicable costs including VAT, with a fixed total price including all applicable licences and maintenance and support.
- 10.2 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.
- 10.3 Bidder will be subjected to periodic review in terms of measuring satisfactory performance until contract is completed.
- 10.4 The successful bidder will be required to have adequate professional indemnity as well as liability insurance in place (upon parties contracting).
- 10.5 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.
- 10.6 The successful bidder will be required to sign a non-disclosure agreement for the duration of the contract period.

11 ABSENCE OF OBLIGATION & CONFIDENTIALITY

- 11.1 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 in place.
- 11.2 The Contract site is at INSETA (as and when required).

12 WORKMEN AND SUPERVISION ON SITE

- 12.1 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.

13 EVALUATION CRITERIA

- 13.1 Responses will be evaluated using a predetermined set of evaluation criteria. The evaluation criteria are 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.

13.2 The evaluation criteria will be based on the following requirements:

- Phase 0: Administrative requirements
- Phase 1: Mandatory requirement
- Phase 2: Technical Functionality (100 points) – The threshold of 70 points

Board Members: Mr. J.S. Ngubane (Chairperson), Ms. V. Pearson (Organised Employer), Ms. L. van der Merwe (Organised Employer), Ms. R.G. Govender (Organised Employer), Ms. P. Mendes (Organised Employer), Ms. Z. Motsa (Organised Employer), Mr. K.A.A. Sungay (Organised Employer), Mr. M. Soobramoney (Organised Labour), Mr. J.J.M. Mabena (Organised Labour), Ms. S.A. Anders (Organised Labour), Mr. C.B. Botha (Organised Labour), Ms. S.T. Dinyake (Organised Labour), Ms. N.B. Jonas (Organised Labour), Ms. F. Mabaso (Professional Bodies), Mr. S.M. Mpuru (Professional Bodies)

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- Phase 3: Evaluation on Price and Specific Goals

14 ADMINISTRATIVE REQUIREMENTS (Phase 0)

- 14.1 Bidder must submit proof of registration on CSD (**Central Supplier Database**);
- 14.2 Bidder must complete, sign and submit a Standard Bidding Document (SBD 1) Procurement Invitation;
- 14.3 Standard Bidding Document 3.1 (Annexure A – Pricing Schedule);
- 14.4 **Standard Bidding Document (SBD 4) Bidder's Disclosure**;
- 14.5 SBD 6.1 Preference Points Claim form.

15 MANDATORY CRITERIA (Phase 1)

- 15.1 The service provider **Must** have 1 or more accreditation(s) with INSETA to demonstrate an understanding of the SETA processes and data requirements.
- 15.2 The service provider **Must** provide a valid certification for ISO 8001 series for Data Quality Management in place.

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

16 FUNCTIONAL EVALUATION CRITERIA (Phase 2)

- 16.1 The tender submission will be functionally evaluated out of a **minimum of 100 points on Phase 2 – any bidder who scores less than 70** will not be considered for further evaluation (Phase 3).

Category	Description	Weight
Bidder experience	<p>The bidder must provide a minimum of three (3) contactable reference letters and Appointment letter or Purchase Orders (POs) that align with the submitted reference letters from previous clients with contact details. <i>(The reference letter must be on the company letterhead of the referee, signed and dated).</i></p> <ul style="list-style-type: none"> • Five (5) and more reference letters provided = 20 points • Three (3) to Four (4) letters provided = 15 points • Less than three, Non-compliance/submission of reference letters = 0 points <p><i>Due diligence will be conducted against reference letters submitted.</i></p>	20
Experience of the Project Team Lead (Detailed CV Attached)	<p>a) Bachelor's degree in statistics, mathematics, computer science, information management, commerce or similar</p> <ul style="list-style-type: none"> • Meet at least one of the above listed Qualification = 3 Points • Qualification not submitted = 0 Points 	10



Category	Description	Weight
	<p>b) Project Management Certification (professional) or equivalent</p> <ul style="list-style-type: none"> Valid Project Management Certification Submitted = 3 Points No Project Management Certification not Submitted = 0 Points <p>c) At least 5 years of experience in project management for IT or data cleansing related projects</p> <ul style="list-style-type: none"> 5 Years' Experience and more = 4 Points Less than 5 Years Experience = 0 Points 	
Experience of the Data Analyst	<p>a) National diploma in statistics, mathematics, computer science, information management, information systems, commerce or similar</p> <ul style="list-style-type: none"> Meet at least one of the above listed Qualification = 3 Points Qualification not Submitted = 0 Points <p>b) At least 5 years of experience in data quality analysis or profiling:</p> <ul style="list-style-type: none"> 5 Years' Experience and more = 4 Points Less than Years Experience = 0 Points <p>c) Solid Knowledge of architecting solutions in the Cloud services (Azure & AWS)</p> <ul style="list-style-type: none"> Proof Solid Knowledge of architecting solutions in any of the Cloud services = 3 Points No proof Solid Knowledge of architecting solutions in any of the Cloud services = 0 Points 	10
Data Processing Team Skills and Qualification	<p>a) Assessors with a minimum of 5 years' experience.</p> <ul style="list-style-type: none"> INSETA constituent Assessors with 5 Years' Experience and more = 2.5 Points per assessor Less than 5 years' Experience = 0 Points per assessor <p>b) Moderator with a minimum of 5 years' experience.</p> <ul style="list-style-type: none"> 5 Years' Experience and more = 4 Points Less than 5 years' Experience = 0 Points <p>c) Data processing team with a minimum of three (3) years data processing experience.</p> <ul style="list-style-type: none"> Team member with 3 Years' Experience and more = 2 Points per member Team member with less than Years Experience = 0 Points per team member 	15

Category	Description	Weight
Methodology and Project Plan	<p>The bidder methodology and project plan as aligned to the scope of work should encompass various aspects including but not limited to demonstrating:</p> <ul style="list-style-type: none"> a) Project phases, Timelines, Resources allocation, Contingencies, Data Quality Management, Data Governance, Data Architecture, Skills Transfer Plan = 10 points b) Knowledge of Discretionary Grants = 5 points c) Learning Management = 5 points d) ETQA Regulations = 5 points e) SAQA NLRD specifications = 5 points f) SETMIS and upload requirements = 5 points g) Knowledge and understanding of database management and Management Information Systems = 5 points h) Processes and Procedures for Sector, Education and Training Authorities (SETAs) = 5 points 	45
TOTAL		100

16.2 Bidders are required to pass the minimum threshold of **70 points** on the functional criteria to be considered for the final **phase 3** which is Price and Specific goals.

16.3 Bidders who score less than **70 points** will not be considered for the final phase, thus be disqualified, and will be declared non-responsive.

17 Price and Specific Points Evaluation (Phase 3)

17.1 Preference Points Applied Against Specific Goals

The tender responses will be evaluated on the **80/20 preference point system for acquisition of goods or services with Rand value equal to or below R50 million.**

17.1.1 The lowest/ highest acceptable tender will be used to determine the accurate system once tenders are received.

17.1.2 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- a) Price; and
- b) Specific Goals.

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
Total points for Price and SPECIFIC GOALS	100

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18 POINTS AWARDED FOR PRICE AND PREFERENCE POINTS

- (1) The following formula will be used to calculate the points out of 80 for price in respect of an invitation for a tender with a Rand value equal to or below R50 million, inclusive of all applicable taxes:

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

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

- (2) A maximum of 20 points may be awarded to a tenderer for the specific goal specified for the tender.
- (3) The points scored for the specific goal must be added to the points scored for price and the total must be rounded off to the nearest two decimal places.
- (4) Subject to section 2(1)(f) of the Act, the contract must be awarded to the tenderer scoring the highest points.

- 18.1 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.
- 18.2 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

19 Consortium

- 19.1.1 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.
- 19.1.2 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.
- 19.1.3 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

19.1.4 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.

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

19.2 A joint venture

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

19.3 Unincorporated joint venture:

19.3.1 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.

19.4 Incorporated joint venture:

19.4.1 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

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- 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.

19.4.2 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.

19.4.3 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.

20 COMMUNICATION

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.**

21 CONDITIONS TO BE OBSERVED WHEN BIDDING

21.1 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:

- 21.2 Not evaluate and award a bid that do not comply strictly with this BID document.
- 21.3 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.
- 21.4 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.
- 21.5 Cancel this BID at any time as prescribed in the PPPFA.
- 21.6 Should bidder(s) be selected for further negotiations, they will be chosen on the basis of the cost effectiveness and the principal of value for money not necessarily on the basis of the lowest costs.

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22 COST OF BIDDING

22.1 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.

23 NOTE TO BIDDERS:

23.1 Due diligence to be conducted by INSETA prior to the award of the contract.

END OF TERMS OF REFERENCE DOCUMENT