

REQUEST FOR QUOTATION (RFQ)

**APPOINTMENT OF A SUITABLE SERVICE PROVIDER FOR STAKEHOLDER
SATISFACTION SURVEY SERVICES TO THE INSETA**

RFQ	RFQ/INS/2022/23/0074
RFQ ISSUE DATE	06 February 2024
BRIEFING SESSION	N/A
RFQ DESCRIPTION	APPOINTMENT OF A SUITABLE SERVICE PROVIDER FOR STAKEHOLDER SATISFACTION SURVEY SERVICES TO THE INSETA
CLOSING DATE & TIME	12 FEBRUARY 2024 @ 11:00
LOCATION FOR SUBMISSIONS	rfqs@inseta.org.za

Bidders must submit responses via e-mail at: rfqs@inseta.org.za

For any queries or questions, please use above mentioned email address.

The INSETA requests your quotation on the services listed above. Please furnish us with all the information as requested and return your quotation on the date and time stipulated above. **Late and incomplete submissions will invalidate the quote submitted.**

SUPPLIER NAME: _____

POSTAL ADDRESS: _____

TELEPHONE NO: _____

FAX NO: _____

E MAIL ADDRESS: _____

CONTACT PERSON: _____

CELL NO: _____

SIGNATURE OF BIDDER: _____

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)

CEO: Ms. G. Mkhize

DETAILED SPECIFICATION

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 is seeking to appoint an independent service provider with suitable expertise and experience to conduct a stakeholder satisfaction survey. INSETA engages with various types of stakeholders in different environments and is not limited to commercial businesses in the insurance and financial sectors, government entities, institutions of higher learning and professional bodies instrumental in the SETA meeting its mandate. This requires handling of numerous types of queries, complaints and other stakeholder-related service requests emanating from these daily organisational activities and periodically would conduct a survey to determine the level of satisfaction amongst its various stakeholder populations.
- 1.3** The last satisfaction survey was conducted in the 2019/20 financial year. The satisfaction survey is done to determine areas of improvement across the key organisation's functions. The survey is also used to identify strategies that can possibly enhance INSETA's levels of service.

2 PURPOSE:

- 2.1** The purpose of this RFQ is to appoint an established service provider for the provision of survey services amongst the INSETA's external stakeholders.
- 2.2** This should support the organisation in achieving its strategic objectives by interpreting and influencing both the external and internal environments and by creating positive relationships with stakeholders and through the appropriate management of their expectations.
- 2.3** The stakeholder satisfaction survey should also contribute to:
- The establishment of a baseline in their stakeholder satisfaction levels;
 - The sourcing of their suggestions on possible solutions perceived and real challenges; and
 - To design customised intervention strategies to improve stakeholder satisfaction levels.

EMPOWERED TO **INFLUENCE** AND **INSPIRE!**

3 SCOPE OF WORK:

- 3.1 The service provider shall perform a quantitative stakeholder satisfaction survey with INSETA stakeholders.
- 3.2 Awareness: The other key objective is to ascertain INSETA's levels of awareness amongst its stakeholders and inclusive of different programmes the SETA offers.
- 3.3 The service provider will assist in the development of an approved questionnaire that will be loaded onto their own proposed electronic platform that INSETA will have access to and completed by all stakeholder groups from all provinces in South Africa.
- 3.4 Survey to be completed on the provided platform.
- 3.5 After the survey, reports summarizing the results and findings must be submitted by the stipulated timelines.
- 3.6 According to the research objectives in 3.2 above, specific insights and recommendations will be derived from the detailed findings according to each stakeholder segment.
- 3.7 INSETA will be given access to the raw data from the survey for additional research and record-keeping.

4. PREQUALIFICATION CRITERIA

4.1 PREQUALIFICATION CRITERIA (Phase 1)

- 4.1.1 Bidder must submit proof of registration on CSD (**Central Supplier Database**).
- 4.1.2 Bidder must submit fully completed and signed bid documents:
- 4.1.3 **Standard Bidding Document (SBD 4) Bidder's Disclosure.**
- 4.1.4 **SBD 6.1 Preference Points Claim form.**
- 4.1.5 Signed **Request for Quotation (RFQ)** form.
- 4.1.6 **General Conditions of Contract (GCC)** initialled on each page.

5. MANDATORY REQUIREMENTS:

- 5.1 A minimum of three (3) reference letters indicating work experience in providing satisfactory survey- reference letters must be for work conducted within the **last five (5) years** and must **be dated and signed in the referring company's letterhead.**
- 5.2 Detailed work proposal for INSETA
- 5.3 CVs of the team

Note: Noncompliance with the above-mentioned mandatory requirements will mean automatic disqualification.

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)

CEO: Ms. G. Mkhize

6. PRICING SCHEDULE

- 6.1 The service provider must provide a price quotation as per the scope of work.
6.2 The total cost must be including VAT and should be quoted in South African currency (i.e., Rands).

Items	Description Unit	Quantity	Unit Price	Total Cost
1	Questioner	1	R	R
2	Report	1	R	R
3	Planning	1	R	R
Sub - Total				R
VAT @ 15%				R
Total				R
NB: Bidders are welcome to attach their quotation as an annexure				

6 CONTRACTUAL OBLIGATION

The bidder will be required to comply with the following:

- 6.1 The contract will be capped **R1 000 000,00 including VAT** for services required on an as when required basis.
6.2 Signatory to SBD 7.2 contract form with the bidders approved submission as annexure to the contract.
6.3 Successful bidders on the panel will be required to submit a price quotation each time a service is required.
6.4 For each service required the bidder will be required to accept a purchase order.
6.5 Compliance with the general conditions of contract.
6.6 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.
6.7 The successful bidder will be required to have adequate professional indemnity as well liability insurance in place (**upon parties contracting**).
6.8 **Bidder must adhere to Protection of Personal Information (POPI) Act.**

7 ADJUDICATION USING A POINT SYSTEM

- 7.1 The bidder obtaining the highest number of total points will be awarded the contract unless objective criteria justify the award to another bidder.
7.2 Preference points shall be calculated after process has been brought to a comparative basistaking into account all factors of non-firm prices.
7.3 In the event that two or more bids have scored equal points in terms of price and preference points for BBEE, the successful bid must be the one scoring the highest number of preference points for BBEE - in terms of PPPFA Act 5 of 2000.



EMPOWERED TO **INFLUENCE** AND **INSPIRE!**

- 7.4** However, when functionality is part of the evaluation process and two or more bids have scored equal points for BBEE, the successful bid must be the one scoring the highest score for functionality.
- 7.5** Should two or more bids be equal in all respect, the award shall be decided by the drawing of lots.

8 POINTS AWARDED FOR PRICE AND BBEE PREFERENCE POINT

- (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.

9 SPECIFIC GOALS POINTS WILL BE AWARDED AS FOLLOWS:

Table 1: Specific goals for this bid and points claimed are indicated per the table below.

Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such. The tenderer must indicate how they claim points for each preference point system.)

The specific goals allocated points in terms of this tender	Number of points allocated (90/10 system) (To be completed by the organ of state)	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (90/10 system) (To be completed by the tenderer)	Number of points claimed (80/20 system) (To be completed by the tenderer)
Enterprise with ownership of 80-100% black owned-: Ownership	10	20		
Enterprise with ownership of 80-100% women-owned-: Ownership	10	20		
Enterprise with ownership of 50-79% black owned-: Ownership	9	18		
Enterprise with ownership 50-79% women-owned-: Ownership	9	18		
Enterprise with ownership of less than 50% black owned or women-owned-: Ownership	6	14		

Note: Evidence to be submitted by Emerging Micro Enterprise (EME) and Qualifying Small Enterprise (QSE) – sworn affidavit (DTI or CIPC Template, Generic entities – SANAS accreditation.

- 9.1** 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.
- 9.2** 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.
- 9.3** 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.
- 9.4** Bidders other than EME's or QSE's must submit their original and valid B-BBEE status level

EMPOWERED TO **INFLUENCE AND INSPIRE!**

verification certificate and BBBEE Scorecaes, substantiating their B-BBEE rating and black ownership issued by SANAS.

- 9.5** 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.

10.4 Consortium

- 10.4.1 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.
- 10.4.2 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.
- 10.4.3 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:

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
- 10.4.4 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 specific goals 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.
- 10.4.5 Of importance is that in a consortium, each individual team members retain their identities.

10.5 A joint venture

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

10.6 Unincorporated joint venture:

- 10.6.1 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.

10.7 Incorporated joint venture

- 10.7.1 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.

11 COMMUNICATION

- 11.1 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.**

12 CONDITIONS TO BE OBSERVED WHEN BIDDING

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:

- 12.1 Not evaluate and award a bid that do not comply strictly with this BID document.
- 12.2 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.
- 12.3 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.
- 12.4 Cancel this BID at any time as prescribed in the PPPFA.
- 12.5 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.

13 COST OF BIDDING

- 13.1 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.

14 NOTE TO BIDDERS:

- 14.1 Due diligence to be conducted by INSETA prior to the award of the contract – where applicable.

END OF DOCUMENT

Annexed to this document for completion and return with the document:

- Bidders' disclosure (SBD 4)
- Preference Points Claim Form (SBD 6.1)
- General Conditions of Contract (GCC)

NB: Non-compliance in returning above mentioned documents, will deem the bid submission as nonresponsive.