

BID NUMBER: TENDER-INS/2024/25/014

BID DESCRIPTION – APPOINTMENT OF A SERVICE PROVIDER TO CONDUCT DATA CLEAN-UP, CLOSURE OF HISTORICAL LEARNER RECORDS AND ACHIEVEMENTS FOR A PERIOD OF EIGHTEEN (18) MONTHS.

INSETA calls for suitably qualified service providers to conduct data clean-up to the Insurance Sector Education & Training Authority for a Period of 18 months.

Tender documents are obtainable from **31 March 2025** from the following websites:

- **ETender Portal**
- **INSETA Website**

Compulsory Briefing session:

Date: 10 April 2025

Time: 10:00 to 10:45

Bidders who wish to attend the briefing session must follow the invitation link to register for the webinar: <https://events.teams.microsoft.com/event/cc190559-2876-4e6b-b5eb-cafbc5430bdd@bba839c1-865a-4d8f-8b9f-cc0ebbf14cd5>

Closing Date: 24 April 2025 at 11:00 am

Delivery: INSETA Office, 18 Fricker Road, Illovo, Sandton.

For enquiries contact the INSETA Supply Chain Management at bids@inseta.org.za

TERMS OF REFERENCE

BID NUMBER: TENDER-INS/2024/25/014

BID DESCRIPTION – APPOINTMENT OF A SERVICE PROVIDER TO CONDUCT DATA CLEAN-UP, CLOSURE OF HISTORICAL LEARNER RECORDS AND ACHIEVEMENTS FOR A PERIOD OF EIGHTEEN (18) 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 18 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 OQSF 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 DELIVERABLES AND APPROACH

- 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;

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- 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 Bidder is expected to cleanse the data in the first 12 months of the contract and then provide Post Clean-up Support and Maintenance for the remaining 6 months period.
- 5.16 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 or mathematics or 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 Capturing Team

The team must have the following:

- 6.3.1 A data processing team of x3 personnel with minimum of three (3) years data processing or related experience.
- 6.3.2 The Service Provider must when required have access to INSETA registered Assessors and Moderators.
- 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.

Board Members: Ms. V. Pearson (Organised Employer), Ms. L. van der Merwe (Organised Employer), Ms. Z. Motsa (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

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 report progress to the ETQA Manager in line with the SLA, and upon completion of the project, the Service Provider must provide a final closure report.

9. TIMEFRAMES

- 9.1 The contract duration will be for a period of 18 months.

10. CONTRACTUAL OBLIGATION

- 10.1 Bidders to fully complete SBD 3.1 including all applicable costs including VAT, with a fixed rate price for the duration of the contract.
- 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 phases/requirements:**

- Phase 0: Administrative requirements
- Phase 1: Mandatory requirement
- Phase 2A: Technical Functionality (100 points) – The threshold of 70 points
- Phase 2B: Presentations
- 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 (SBD 3.1) Pricing Schedule – Annexure A.
- 14.4 **Standard Bidding Document (SBD 4) Bidder's Disclosure.**
- 14.5 Standard Bidding Document (SBD 6.1) Preference Points Claim form.

15. MANDATORY CRITERIA (Phase 1)

15.1 The accounting firm **Must** provide resources who poses the following qualifications (Certified copies of qualifications to be attached):

Number	Mandatory
1	The service provider Must provide an assessment report for compliance with ISO 8000 series in Data Quality Management.

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

16. FUNCTIONAL EVALUATION CRITERIA (Phase 2A)

16.1 The tender submission will be functionally evaluated out of a **minimum of 100 points on Phase 2A – any bidder who scores less than 70** will not be considered further and not be invited for Phase 2B: Presentations.

DESCRIPTION	WEIGHT
Reference letters together with Appointment Letters/Purchase Orders	40
<p>Bidder must provide a minimum of three (3) signed, dated and contactable reference letters proving same work done for data clean-up services, reference letters must be on client's letterhead, accompanied by an award/appointment letter or a purchase order that align with the reference letter. The reference letters must be for similar work conducted within the last five (5) years.</p> <ul style="list-style-type: none"> • Three (3) and more reference letters with award/appointment letters or purchase orders = 40 points • Two (2) reference letters with award/appointment letters or purchase orders = 25 points • One (1) reference letter with award/appointment letter or a purchase order = 10 points • Non-compliance/submission of reference letters with no award/appointment letter or a no purchase order = 0 points <p>NB: Due diligence will be conducted against reference letters submitted and work performed for the referees (See section 12.3.2).</p>	
Experience and qualifications of the Project Team Lead	15
<p>a) At least 5 years of experience in project management for IT or data cleansing related projects</p> <ul style="list-style-type: none"> • Years' Experience and more = 5 Points • Less than 5 Years Experience = 0 Points <p>NB: A detailed CV clearly demonstrating work done for previous/current employer, and the duration of employment to be attached.</p> <p>b) 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 Qualifications = 5 Points • Qualification not submitted = 0 Points <p>c) Project Management Certification (professional) or equivalent</p> <ul style="list-style-type: none"> • Valid Project Management Certification Submitted = 5 Points • No Project Management Certification Submitted = 0 Points <p>NB: Foreign qualifications must be accompanied by SAQA Certification of Evaluation (SCoE).</p>	

Experience and qualifications of the Data Analyst	15
<p>a) At least 5 years' experience in project management for IT or data cleansing related projects</p> <ul style="list-style-type: none"> • 5 Years' Experience and more = 5 Points • Less than 5 Years Experience = 0 Points <p>NB: A detailed CV clearly demonstrating work done for previous/current employer, and the duration of employment to be attached.</p> <p>b) 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 Qualifications = 5 Points • Qualification not submitted = 0 Points <p>c) Project Management Certification (professional) or equivalent</p> <ul style="list-style-type: none"> • Valid Project Management Certification Submitted = 5 Points • No Project Management Certification Submitted = 0 Points <p>NB: Foreign qualifications must be accompanied by SAQA Certification of Evaluation (SCoE).</p>	
Experience and skills of the 3 Data Capturers	15
<p>a) Data Capturing team with a minimum of three (3) years data processing experience.</p> <ul style="list-style-type: none"> • Team member with 3 or more years' experience = 15 Points (5 points per member) • Team member with less than 3 years' experience = 0 Points per team member <p>NB: A detailed CV clearly demonstrating work done for previous/current employer, and the duration of employment to be attached.</p>	
Methodology and Project Plan	15
<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> <p>a) Project phases, Timelines, Resources allocation, Contingencies, Data Quality Management, Data Governance, Data Architecture, Skills Transfer Plan = 8 points</p> <p>b) Knowledge of Discretionary Grants = 1 point</p> <p>c) Learning Management = 1 point</p> <p>d) ETQA Regulations = 1 point</p> <p>e) SAQA NLRD specifications = 1 point</p> <p>f) SETMIS and upload requirements = 1 point</p> <p>g) Knowledge and understanding of database management and Management Information Systems = 1 point</p> <p>h) Processes and Procedures for Sector, Education and Training Authorities (SETAs) = 1 point</p>	
TOTAL	100

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- 16.2 Bidders are required to pass the minimum threshold of **70 points** on the functional criteria to be considered for the next phase of evaluation which is **Phase 2B – Presentations**.
- 16.3 Bidders who score less than **70 points** will not be considered for the next phase, thus will be disqualified, and will be declared non-responsive.

17. Bidder Presentations (Phase 2B)

- 17.1 Bidder will be scored out of **20 points** for Presentations where they are expected to demonstrate their proposed solution.
- 17.2 Bidders are to score a minimum of **15 points** in order to be considered to the final Phase 3 which consists of Price and Specific Goals.

PRESENTATION METRIX	
Understanding of the Project = 5 points	
<ul style="list-style-type: none"> • Clarity of Problem Identification: Did the bidder clearly identify the data cleanup deliverables? • Depth of Analysis: How well does the bidder understand the challenges and complexities of the data cleanup process? 	
Relevant Experience: Does the bidder have prior experience in similar data cleanup projects?	
Methodology and Approach = 5 points	
<ul style="list-style-type: none"> • Technical Approach: Does the bidder propose a clear and effective strategy for data cleanup? • Tools and Technologies: Are the tools and technologies proposed by the bidder suitable for the project and capable of handling the complexity of the data? • Phases and Timeline: Does the bidder provide a structured and realistic timeline with defined milestones for the cleanup process? • Risk Management: How does the bidder plan to handle any potential risks or challenges? 	
Technology to be used for Data Clean-up = 5	
<ul style="list-style-type: none"> • Innovative Solutions: Does the bidder propose any innovative or unique solutions to ensure the data cleanup is effective and efficient? • Long-term Sustainability: How will the solution ensure that the cleanup is sustainable over time (e.g., preventing future data issues)? • Data Integrity and Accuracy: Does the bidder emphasize maintaining or improving data integrity during the cleanup? 	
Post-Cleanup Support and Maintenance = 5 points	
<ul style="list-style-type: none"> • Ongoing Support: Does the bidder offer adequate post-cleanup support (e.g., monitoring, troubleshooting)? • Documentation and Knowledge Transfer: Does the bidder provide clear documentation or training for the INSETA team to manage the MIS post-cleanup? 	
TOTAL	20 POINTS

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18. Price and Specific Points Evaluation (Phase 3)

18.1 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.**

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

18.1.2 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

19. 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.

20. SPECIFIC GOALS PREFERENTIAL POINTS WILL BE AWARDED AS FOLLOWS:

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

20.2 The **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 (80/20-point system)
Black Ownership <ul style="list-style-type: none"> 6 points for 100% black owned 3 points for 75-99% black owned 1 point for 51-74% black owned 	(Maximum points = 6 points)
Women Ownership <ul style="list-style-type: none"> 6 points for 75% - 100% 3 points for 51% - 74% 1 point for below 51% 	(Maximum points = 6 points)
Youth Ownership <ul style="list-style-type: none"> 5 points for 75% - 100% 3 points for 51% - 74% 1 point for Below 51% 	(Maximum points = 5 points)
Company-owned by People with disabilities <ul style="list-style-type: none"> 3 points 	(Maximum points = 3 points)
Total	20

Note: Note: Evidence to be submitted by Service Providers: Emerging Micro Enterprise (EME) and Qualifying Small Enterprise (QSE) – sworn affidavit (DTI or CIPC Template), Generic entities – B-BBEE certificate (SANAS accredited) and CSD report.

20.3 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.

20.4 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. Bid Procedure Conditions:

19.1 Counter Conditions:

Board Members: Ms. V. Pearson (Organised Employer), Ms. L. van der Merwe (Organised Employer), Ms. Z. Motsa (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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The INSETA draws the bidders' attention that amendments to any of the Bid Conditions or setting of counter conditions by bidders will result in the invalidation of such bids.

19.1.1 Award Criteria: Due Diligence Process

- 19.1.1.1 INSETA reserves the right to conduct due diligence/screen on the bidder prior to the award of a contract.
- 19.1.1.2 The due diligence/screening will be conducted based on the reference letters received from the bidder to confirm the services rendered and the standard of the bidder's performance.
- 19.1.1.3 Should such due diligence/ screening results have a negative outcome, the INSETA reserves the right not to award the bid to the subjected/recommended/highest scoring bidder.
- 19.1.1.4 The INSETA reserve a right not to award a bid to the highest scoring bidder but to award to a service provider who meet the requirement fully.
- 19.1.1.5 The due diligence method will be determined by the INSETA.
- 19.1.1.6 Non-contactable referees will lead to the failure of the due diligence process and will result in a negative outcome for the bidder.

20. Bid requirements when bidding as the following:

20.1 Consortium

- 20.1.1 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.
- 20.1.2 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.
- 20.1.3 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 an 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

20.1.4 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.

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

20.2 A joint venture

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

20.3 Unincorporated joint venture:

20.3.1 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.

20.4 Incorporated joint venture:

20.4.1 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

- 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.

21. COMMUNICATION

21.1 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.**

22. CONDITIONS TO BE OBSERVED WHEN BIDDING

22.1 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:

22.2 Not evaluate and award a bid that do not comply strictly with this BID document.

22.3 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.

22.4 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.

22.5 Cancel this BID at any time as prescribed in the PPPFA.

22.6 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.

23. COST OF BIDDING

23.1 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.

END OF TERMS OF REFERENCE DOCUMENT