

Mining Qualifications Authority
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TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE, SUPPORT AND MANAGE AN AUTOMATED INFORMATION MANAGEMENT SYSTEM FOR THE WORKPLACE SKILLS PLAN AND ANNUAL TRAINING REPORT (WSP-ATR) SUBMISSIONS AND APPROVAL PROCESSES (2022 - 2025 WSP-ATR SUBMISSIONS).

1. INTRODUCTION

The Mining Qualification Authority (MQA) is a public entity regarded as a Sector Education and Training Authority (SETA) in terms of item 4A to the second schedule of the Skills Development Act, Act no. 97 of 1998 (SDA). The MQA is listed as a schedule 3(a) public entity in terms of the Public Finance Management, Act no. 1 of 1999 (PFMA) and has an Accounting Authority (the Board) that is constituted in terms of the MHSA, the SDA and its constitution.

2. OBJECTIVE OF THE REQUEST FOR PROPOSALS

The Mining Qualifications Authority (MQA) requires the services of a service provider to develop, provide support and manage an automated Workplace Skills Plans (WSP) and Annual Training Reports (ATR) system which serves as an application for mandatory grants for the Mining and Minerals Sector. This process includes but not limited to developing a platform through which the WSP-ATR submissions are compiled, submitted and approved for Mandatory Grants payments as legislated in the SDA. This is achieved through the following:

- Providing a platform, guide and support to Skills Development Facilitators in completing and submitting the WSP-ATR to the MQA.
- Developing a system that improves quality of data submitted by organisations for analysis purposes,
- Ensuring the system integrates information with the MQA Management Information System (MIS) and financial system,
- Simplified WSP-ATR evaluation and approval processes
- Facilitating the Mandatory Grants payments.

The system should facilitate the process of acquiring credible data, data mining and storing of information, robust and automated system for the period of three years of the WSP-ATR submission and approval processes.



3. SCOPE OF WORK

The MQA requires a service provider to develop a fully functional web based (online) system to manage and administer the WSP-ATR submission process and all these must be set up within a month, the scope of the work includes the delivery of the following:

Support Item	System Functionality and Project Scope
Communication Workflows	- Develop an interactive communication workflows on the system in terms of the MQA specifications with automated communication functions. - Provide a single central repository and communication portal for the MQA integrated with the MQA MIS and Financial system. - Update information on the system as and when required throughout the project lifespan. - Facilitate access and management to the information on the system.
Skills Development Facilitator (SDF) and Organisation Support and Workshops	- Develop user manuals of the WSP-ATR submissions. - Facilitate training workshops on the system functionality of the WSP-ATR submission and rules on the system data management. - Facilitate ten WSP-ATR workshops in all 9 Provinces to capacitate and familiarize SDFs with the WSP-ATR submissions annually. - Develop, print and bind workshops material as per below list: - WSP-ATR booklet approximately 80 pages back to back which must include SDF registration user manual, submission process flow, training presentation (approximately 30 slides). - Develop an internal user's manual (evaluation step-step guide) for MQA internal use.
SDF, Organisation registration and maintenance	- Provide access for SDFs and organisation to register and update information on the web-based system. - Manage the employer information within the system (employer file uploads and Monthly Levies imports) - Develop a module within a system that allows organisation creation and maintenance of organisation information (levy, Non levy paying and Inter SETA transfers) - Provide online and telephonic support for the registration, submission and maintenance of the WSP-ATR system.

	The online system should enable MQA to search, create and update organisation and SDF details.
Submission of WSP-ATR source data and generation of documents (PDFs) for sign-off.	- The Service Provider (SP) is expected to produce the final submission template/formats, training manual, presentation and guidelines, updated with the latest OFO code version based on MQA requirements and go live on the agreed date when the system is approved by the MQA. - The SP should update an automated source data format, process flows and guidelines each financial year for the WSP-ATRs submission process. - The SP should test the source data format and ensure it is aligned to the latest Organizing Framework for Occupations (OFO) and Sector Education and Training Authority regulations. The SP is expected to ensure that there is alignment of the process flow and guideline to the system. - SP should update the source data template and any other documents as per the DHET and MQA requirements. - The SP shall test the WSP-ATR source data formats/templates to ensure compatibility and accuracy of information with the MQA and WSP-ATR review team. - The system functionality should allow upload of source data within the online system and generate/pull a PDF documents with the summary of the source data information. - The system should allow uploading of PDF documents as a submission or supporting documents. - The system is to provide SDFs with access to create and maintain the WSP-ATRs within the online system. - The system should allow access to the Employer to generate a hard copy of the WSP-ATR that is signed and submitted to the MQA to meet submission requirements. - The system should automatically communicate all progress status/updates (captured by MQA on the system) to the SDF. - The Employer should have the ability to generate hard copy reports

	of the updated WSP-ATR on the online system. - The SP shall Develop an evaluation module for the WSP-ATRs according to MQA predefined criteria shall be supported by the system (this shall include the online evaluation and approval of the WSP-ATR by MQA) - The SDF should be able to submit information on the system as per MQA funding Policy deadline prescripts.
The evaluation and approval process (Administrative function)	- The evaluation and approval process within the system should automatically generate correspondence documents within the system and send these to the dedicated registered SDF (letter such as the query letters, approval letter etc.). - MQA should be able to view the uploaded source data online and export information when needed. - SP is required to develop Custom Reports for MQA based on agreed custom report templates. The Service Provider to develop customized reports as per MQA requirements - The system shall enable MQA to conduct data mining and exports - The SP is expected to develop data mining guideline for the MQA.
Grants Management	- The System will manage Mandatory Grants (MG) financial transaction. - The WSP-ATR system should be able to communicate with the MQA MIS and financial system. - The system should reflect all financial transactions and interactions between the levy payers and MQA to ensure information flow (Levy, and MG payments) - The system should allow viewing and printing of remittance advice to all users.
Data migration	Data migration from the old system to the proposed new solution (new system)
Additional Support	- SP to assist MQA and stakeholders with support to enable the successful submission of the WSP-ATRs each financial year throughout the project cycle. - Develop a platform within the system to allow upload of updated

	monthly employer files. • A registered QDF to assist with the OFO submissions to DHET focus group meetings • The online system should allow and manage SDF registration • Provide technical support to ensure that WSP-ATR data and other required information is uploaded smoothly throughout the project cycle and submit a quarterly report on support rendered to MQA and stakeholders. • Provide online call centre support with 24 hours turnaround time.
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4. EXPECTED OUTCOMES AND DELIVERABLES

The Service Provider is expected to deliver the following:

- a. Develop a submission, evaluation and approval modules that will exist within the system
- b. Submit a comprehensive project execution plan (PEP) with clear deliverables, timeframes and payments linked to the project cycle.
- c. Deliver an efficient, credible system that allows data mining and information storing.
- d. The automated system should identify errors in the source data during the submission process and issue a report to the submitter to fix errors (develop business rules that ensure data quality and enforce template and system compliance).
- e. The system shall communicate information with the MQA Management Information System (MIS) and financial system.
- f. The system shall enable the Skills Development Facilitators (SDFs) to register and submit the WSP-ATRs.
- g. The service provider should facilitate workshops, develop system guidelines, process flow and FAQs for the 2022-2025 WSP- ATRs process. These materials should be printed by SP.
- h. The system should allow MQA to conduct data mining and export reports
- i. The SP should develop data mining guidelines.
- j. The system shall effectively and efficiently facilitate the evaluation and approval for the administrative process.
- k. The system shall provide an interactive automated communication workflow.
- l. The system should create, store and manage employer and SDF information within the system.

5. PROJECT DURATION

The project will run from 01 April 2022 to 31 March 2025.

6. INTEGRITY AND CONFLICT OF INTEREST

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The service provider shall, at all times, exhibit the highest level of integrity in the performance of all professional assignments and will accept only assignments for which there is a reasonable expectation that the assignment will be completed with professional competence.

The successful service provider is required to conduct the assignment and compile the required reports with the utmost integrity and honesty and collect sufficient, appropriate evidence to ensure that the ultimate solution will assist the MQA to achieve its organisational goals and objectives.

7. PROJECT MANAGEMENT

The service provider appointed shall be given instructions by, or shall report to, the appointed MQA Project manager.

8. PROJECT PROPOSAL

The service provider wishing to submit proposals is required to include the following documents:

- 8.1. A short profile of the service provider; and
- 8.2. All the documents required as per the evaluation criteria.

9. SUBMISSION

One (1) set of original proposal documents accompanied by four (4) hard copies and/or Electronic submissions to tenders@mqa.org.za.

NB: Electronic submission of the proposal documents is allowed, the electronic submissions may be forwarded to tenders@mqa.org.za. Please ensure that your email size is not more than 10MB, otherwise, please split your email to emails of a size that is within the specified size.

10. PROJECT OUTLINE

The service provider must submit a comprehensive project outline with deliverables and milestones for consideration and approval by the MQA. The project should be implemented within a period of 1 month.

11. PROJECT PRICING

- 10.1 The amount quoted must be denominated in South African Rand, and should include VAT.
- 10.2 The quoted price should be as per the scope work.
- 10.3 In line with the Preferential Procurement Regulations 2017; the MQA may subject the award of the tender to price negotiation with the preferred bidder. This will however be exercised subject to the following principles:
 - Negotiation may not allow any preferred bidder a second or unfair opportunity;
 - Is not detriment of any other bidder; and
 - Does not lead to higher price than the bid as submitted.

12. EVALUATION CRITERIA

Proposals for the appointment of the service provider will be evaluated in four (4) phases. The first phase will be compliance requirements, the second phase will be functionality, third phase will be

demonstration, and the fourth phase will be BBEE and pricing in accordance with the Supply Chain Management Procurement policies (Preferential Point System).

12.1. PHASE ONE (1): COMPLIANCE

12.1.1. RETURNABLE DOCUMENTS TO BE SUBMITTED

- (i) Proof of registration on Central Supplier Database System (CSD)
- ii) Valid Tax Clearance Certificate (Refer to SBD 2: Tax Clearance Certificate Requirements) or Tax PIN;
- iii) B-BBEE Certificate of Measured Entity (if no certificate is received, a score of zero will be allocated for evaluation purposes);
- iv) SBD 1: Invitation to Bid fully completed and appropriately signed;
- v) SBD 3.3: Pricing Schedule fully completed and appropriately signed;
- vi) SBD 4: Declaration of Interests Form fully completed and appropriately signed;
- vii) SBD 5: The National Industrial Participation Programme (if applicable);
- viii) SBD 6.1: Preference Points Claim Form, fully completed and appropriately signed;
- ix) SBD 8: Abuse of Supply Chain Management System, fully completed and appropriately signed; and
- x) SBD 9: Certificate of Independent Bid Determination, fully completed and appropriately signed.

NB: Bidders who fail to submit the above documents will be disqualified and will not be evaluated further, however, to the extent that the applicable laws and regulations permit, bidders will be contacted to address outstanding information within a reasonable timeline as determined by the MQA.

NB: The request of such outstanding information will not be information that affect the substance of the bid or give a bidder unfair advantage to the other bidders.

12.2. PHASE TWO (2): FUNCTIONALITY

Bids will be evaluated individually on score sheets by a representative evaluation panel according to the evaluation criteria indicated below.

These functionality criteria will be broken down into a rating of no submission, poor, fair, satisfactory, very good and excellent.

The proposals will be evaluated on a five point scale as follows:

0 = Required documents not submitted.

1 = Poor, does not meet criteria.

2 = Fair, less than acceptable. Not sufficient for performance requirements.

3 = Satisfactory, adequate for the performance requirements.

4 = Very Good, above the average compliance to the requirement.

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5 = Excellent, exceptional mastery of the requirement.

No.	KPA	ELEMENT	WEIGHT	SCORING CRITERIA
1	Company experience in providing an automated online WSP-ATR fully functional system to SETA within the past 3 years.	Provide a minimum of 3 reference. For the letter to comply it must have the following: - On the client letter head, signed by relevant officials, dated, contactable (email/phone numbers), work done within 3 (three) years. - Narrating similar work done with respect to the automated information system for the WSP-ATR submission and MG processes. - The letter must include confirmation that the work was successfully carried out. NB: The MQA reserves the right to contact the provided reference clients via their provided contact details and should such reference clients not confirm the work and services as in the reference letter. The MQA shall consider such provided letter to not be compliant.	25	0=No submission or submitted irrelevant letters. 1=1 one compliant reference letter provided. 2=2 Compliant reference letters provided. 3=3 Compliant reference letters provided. 4=4 Compliant reference letters provided. 5=5 or more compliant reference letters provided.

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2	Capacity and expertise to develop, manage and maintain the automated system for WSP-ATRs and MG processes. NB: The proposal must indicate the names of the individuals to be evaluated as facilitator, developer and QDF, failure which will result in a score of zero (0) being awarded. NB: The qualifications certifying date stamp must be valid, validity period must be 6 months prior to the closing date of this request for proposal.	Provide a minimum of 3 CVs of team members each in possession of the following: 2.1. One year (12 months) experience in facilitation or stakeholder engagements and qualification in facilitation pitched at the NQF level 5 NB: The proposal must indicate the name of the person to be evaluated for the facilitation experience, failure to which will result in a score of zero (0) being awarded. CV must also indicate where the experience was acquired and certified copies of qualifications must be attached The qualifications certifying date stamp must be valid for 6 months prior to the closing date of this request for proposal.	15	0=No compliant CV submitted. 1= Compliant CV submitted with 1 day - 8 months experience in facilitation and a qualification pitched at NQF level 5. 2= Compliant CV submitted 9 – 11 months experience in facilitation and a qualification pitched at NQF level 5. 3= Compliant CV submitted with 12 months experience in facilitation and a qualification pitched at NQF level 5. 4= Compliant CV submitted 12 months and 1 day – 24 months experience in facilitation and a qualification pitched at NQF level 6. 5= Compliant CV submitted with 25 or more months experience in facilitation and a qualification pitched at NQF level 7.
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		2.2. Two years' experience in WSP-ATR system development and a qualification in system development pitched at least at NQF level 5. NB: The proposal must indicate the name of the person to be evaluated for the experience WSP-ATR system development and, failure to which will result in a score of zero (0) being awarded. CV must also indicate where the experience was acquired and certified copies of qualifications must be attached The qualifications certifying date stamp must be valid for 6 months prior to the closing date of this request for proposal.	15	0= No compliant CV submitted. 1= Compliant CV submitted with less than 12 months experience in system development and a qualification in system development pitched at NQF level 5. 2= Compliant CV submitted with 12 to 23 months experience in system development and a qualification in system development pitched at NQF level 5. 3= Compliant CV submitted with 24-35 months experience in system development and a qualification in system development pitched at NQF level 5. 4= Compliant CV submitted with 36-47 months experience in system development and a qualification in system development pitched at NQF level 6. 5= Compliant CV submitted with 48 months and above experience in system development and a qualification in system development pitched at NQF level 6
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		Two years' experience in qualification development and a qualification in qualification development pitched at the NQF level 6 and registered as the Registered Qualification Development Facilitator with NB: The proposal must indicate the name of the person to be evaluated for the experience in qualification development and, failure to which will result in a score of zero (0) being awarded. CV must also indicate where the experience was acquired and certified copies of qualifications must be attached The qualifications certifying date stamp must be valid for 6 months prior to the closing date of this request for proposal.	15	0= No compliant CV submitted. 1= Compliant CV and an NQF level 6 qualification and a proof of registration as a QDF submitted with less than 12 months experience in qualification development. 2= Compliant CV and NQF level 6 qualification and a proof of registration as a QDF submitted with 12 to 23 months experience in qualification development. 3= Compliant CV and an NQF level 6 qualification and a proof of registration as a QDF submitted with less than 24-35 months in qualification development experience. 4= Compliant CV and NQF level 7 qualification and a proof of registration as a QDF submitted with 36-47 experience in qualification development. 5= Compliant CV and NQF level 8 qualifications and a proof of registration as a QDF submitted with 48 months and above experience in qualification development.
	Proposed Project Plan	Draw a Project Plan (PP) aligned to section 3 and 4 (scope of the work and deliverables) to cover the following areas: • Tasks; • Timeframes; • Resource allocation;	10	0=No submission. 1=Plan submitted is not aligned with section 3 and 4 of the terms of reference and do not have tasks, timeframes, and resource allocation. 2= Plan submitted is aligned with section 3 and 4 of the

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		• Milestones; and • Risk register and risk mitigation plan of risks associated with this project.		terms of reference and have tasks, or timeframes, or resource allocation. 3= Plan submitted is aligned with section 3 and 4 of the terms of reference and have all mentioned areas such tasks, timeframes, resource allocation, milestones, risk register and mitigation plan. 4= Plan submitted is aligned with section 3 and 4 of the terms of reference and have all areas as well the budget associated with this project. 5= Plan submitted is aligned with section 3 and 4 of the terms of reference and have all areas with budget as well project chart outlining all activities associated with this project.
	Total		70	
Note: All bidders must obtain 42 out of 70 points on functionality to be evaluated further on demonstration.				
3	Proof of similar work done in providing an automated online WSP-ATR and MG applications fully functional system to SETA.	The service provider is expected have in place the existing WSP-ATR system with a user manual (existing WSP-ATR and MG application system). Demonstration should cover the scope of work: 1. The support items below: • Communication Workflows • Skills Development Facilitator (SDF) and Organisation Support and	30	0=No demonstration 1=Demonstration provided but it is not aligned to the scope of work support items. 2= Demonstration conducted covered some but not all of the scope of work support items. 3= Demonstration covered all of the scope work support items. 4= Demonstration covered all of the scope work support items, business intelligence reports dashboard

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		Workshops • SDF, Organisation registration and maintenance • Submission of WSP-ATR source data and generation of documents (PDFs) for sign-off. • The evaluation and approval process (Administrative function) • Grants Management • MG grants applications process • Additional Support 2.Business intelligence reporting dashboard 3.Integration with other systems NB: Failure to demonstrate a successful system functionality means bidders will not be further considered.		. 5= Demonstration covered all of the scope work support items, business intelligence reports dashboard and integration with other systems.
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	Total	30	
Note: Note: Bidders must obtain a minimum of 18 points out of 30, to be considered for overall functionality calculation			
Grand Total		100	

All service providers who will score less than 60 out of 100 points for functionality will not be considered further and will be regarded as having submitted a non-responsive proposal.

12.3 PHASE THREE (3): BBBEE AND PRICE

The proposals will be evaluated on B-BBEE and Price using the 80/20 preference points system in accordance with the PPPFA guidelines.

Criteria	Points
Price	80

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B-BBEE	20
Total	100

12.3.1. Points will be awarded to a bidder for attaining the B-BBEE Status level of contribution in accordance with the table below:

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

12.1.2. Service Providers must submit original and valid B-BBEE Status Level Verification Certificate or certified copies thereof, issued by accredited Verification Agencies by SANAS or Registered Auditor approved by Independent Regulatory Board of Auditors (IRBA) or Sworn Affidavit, together with their bids, to substantiate their B-BBEE claims. The Exempted Micro Enterprise must submit a letter from the Accounting Officer who is appointed in terms of Close Corporation Act.

12.1.3. Service Providers who do not submit B-BBEE Status Level Verification Certificate or Sworn Affidavit are non-compliant contributors to be B-BBEE and do not qualify for preference points for B-BBEE.

12.1.4. Providers who do not submit B-BBEE Status Level Verification Certificate or are non-compliant contributors to be B-BBEE do not qualify for preference points for B-BBEE.

12.1.5. The Mining Qualifications Authority (MQA) is an equal opportunity, affirmative action employer. It shows the same commitment to those who wish to provide services to the Mining Qualifications Authority (MQA) via the procurement process. It should be noted that regard will be given to those proposals from persons or companies which were previously disadvantaged, or which show evidence of skills transfer and representativeness. This does not preclude the formation of consortia or the inclusion of proposals on how this project can be used to further the aims of transformation.

12.1.6. The MQA may undertake a due diligence to qualifying service provider(s) of functionality.

17. The Mining Qualifications Authority reserves the right not to award the project to service providers.

13. TERMS AND CONDITIONS OF THE PROPOSAL

13.1. Awarding of this contract will be subject to the service provider's acceptance of the Supply Chain Management's general conditions of contract.

13.2. The appointed service provider will enter into a service level agreement with the MQA, which will

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include amongst others:

- 13.2.1.1. Period of agreement;
 - 13.2.1.2. Project objectives and scope;
 - 13.2.1.3. Method of communication;
 - 13.2.1.4. Disputes; and
 - 13.2.1.5. Termination of contract and other specific matters will be agreed upon to form part of the service level agreement.
- 13.3. The MQA reserves the right to terminate the contract in the event that there is clear evidence of non-performance.
- 13.4. The MQA reserves the right to appoint one service provider or more than one.
- 13.5. The basis of engaging service providers will be on an assignment basis.
- 13.6. In the event where there are more than one service provider accredited on the bid, and they have the necessary skills that are required to render a specific service, the MQA will issue out the Terms of Reference/Specifications to call for proposals and award the work accordingly.
- 13.7. The MQA reserves the right to interview service provider(s) that are short listed for a specific assignment (meaning that service providers may be requested to do a presentation for a specific project / assignment).
- 13.8. The MQA may at its sole discretion award an assignment or any part thereof to more than one service provider(s).
- 13.9. Payments will only be made for acceptable work completed and delivered.
- 13.10. Any deviation from the project plan should be put in writing and signed by the project manager.
- 13.11. Any suggestions during the progress meetings, once accepted by both parties, shall form part of the contract.

NB: The Service Provider is expected to have a functional tailor made system within a month of project inception. Commencement date for the project is 01 April 2022.

14. CONTACT PERSONS FOR ENQUIRIES

All enquiries related to this bid call must be forwarded to:

Supply Chain Management enquiries:

Ms Tsholo Dilape

011 547 2600

E-mail Address: TsholoD@mqa.org.za;

Technical enquiries:

Mr Sakhile Mlauzi

011 547 2600

E-mail Address: SakhileM@mqa.org.za

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AND

Technical enquiries:

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