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BID NUMBER: TENDER-INS/2025/26/009

BID DESCRIPTION – APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE A BOARD PORTAL SOFTWARE SOLUTION TO INSETA FOR A PERIOD OF FIVE (5) YEARS.

Tender documents are obtainable from **20 January 2026** from the following websites:

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

Non-Compulsory Briefing session:

Date: 27 January 2026

Time: 10:00

Bidders who wish to attend the briefing session must follow the invitation link to register for the webinar: [Click Here](#)

Closing Date: 11 February 2026 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

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, comply 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 Therefore, the INSETA requires the services of a suitability qualified service provider to provide a Board Portal Software Solution for a period of five (5) years.

2 CURRENT /SITUATION ANALYSIS

- 2.1 INSETA is currently licensing a board portal software solution through the services of a suitably qualified Service Provider. The current contract ends on 30 April 2026, therefore INSETA has embarked on a process to licensing of a new board portal solution for a fixed period.

3 SCOPE OF WORK

- 3.1 The Board Portal Software Solution must be able to fully facilitate the electronic distribution of Board meeting packs to official INSETA devices. The solution should also be able to ease the logistics of compiling the packs and improve overall governance within INSETA.
- 3.2 The bidder is expected to provide INSETA with the following:
- a) Access for 30 users (made up Executive and non-Executive directors, the Board secretarial services and System Administrators).
 - b) Hosting of the solution including:
 - a. Must be hosted within the borders of South Africa and the location compliant with the POPIA.
 - b. Backup & Recovery aligned with INSETA Backup and Recovery Policy.
 - c. Disaster Recovery aligned with the INSETA Disaster Recovery Plan.
 - d. High availability (99%).
 - c) Training immediately after deployment for users.
 - d) Support and maintenance of the system.
- 3.3 The bidder is expected to be compliant with SOC 2 to safeguard INSETA data.
- 3.4 At termination of this contract INSETA will have the service provider must handover INSETA data.

4 DELIVERABLES

- 4.1 **The Board Portal Solution must provide the following capabilities/ functionalities:**

4.1.1 **Central Administration for:**

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- a) Creating/updating multiple committees as well as adding/removing committee members for each committee.
- b) Must be accessible from any location and should support strong security features such as encryption or two-phase authentications.
- c) System must be capable of providing enhanced security tools like remote locking and encryption.
- d) Remote wiping of information.
- e) Security of access (Complex passwords) aligned with the INSETA ICT Security Policy.
- f) The technology should cater for users on mobile platforms, cloud capabilities and should also support most modern web browsers.
- g) Ability to create virtual rooms (groups and sub-groups) for board committees or smaller groups to allow secure collaboration before and after meetings.

4.1.2 **Creating/updating meetings:**

- a) Meeting name / description.
- b) Date of meeting.
- c) Invitees (required / optional).
- d) Documents required for submission (date required and from who).
- e) Sending reminders for documents required.
- f) Attachments to the meetings (agenda, minutes, reports etc.) – available to invitees on all platforms (specified in paragraph)
- g) Push notifications to invitees on any meeting updates; and
- h) Integration to Outlook/ mail to schedule meetings and invite attendees.
- i) Ability to customise data classification (sensitive, secret, confidential, etc.)
- j) Customizable permissions for data access can be personalized down to the document-level and user level to improve privacy and security.
- k) Provision for editing with applicable user tracking.

4.1.3 **Meeting Calendar Report**

- a) Ability to generate a calendar with all scheduled meetings (past and future), either for a specific committee or all committees.
- b) Document Annotation and saving capability of annotations.
- c) Committee members should be able to comment on meeting documents.
- d) Data protection/restrictions (disabling of printing and sharing of documents/information).
- e) The system should allow Board members to use its functions and content both online and offline and provide Board members with full access to minutes and resolutions.
- f) Digital signatures (Sign on Glass) for specific documents by committee members. Ability to collect electronic signatures on documents for compliance in secured manner.

4.1.4 **Board Secretary** should be able to draw a report on all comments made based on the following criteria:

Board Members: Ms. ZRN. Motsa (Employer), Mr. J.J.M. Mabena (Labour), Mr. C.B. Botha (Labour), Mr. S.B Mthethwa (Labour), Ms. N.M Nxele (Employer), Mr. S.M. Mpuru (Professional Bodies), Ms. A.S Khoza (Employer). Ms M.R Rauleka (Labour), Mr BA Monedi (Labour), Ms. S.A. Anders (Labour)

CEO: Ms. G. Mkhize

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- a) Specific committee.
- b) Specific document.
- c) Specific member.
- d) Specific date range.
- e) Document Versioning.
- f) Document Approval.
- g) Document Encryption (both at rest and during transfer).
- h) Pin/Password Protection of Documents.
- i) Secure/Confidential Distribution of Documents; and
- j) Integration with Microsoft Active Directory for user authentication (single sign on where applicable).

4.1.5 Accessible on the following platforms:

- a) iOS (an operating system used for mobile devices manufactured by Apple Inc.), Android (an open-source operating system (OS) used for smartphones and tablet computers).
- b) Web based and Mobile App via login.
- c) Capacity to handle multiple logins from multiple devices.
- d) Ability to update features continuously

4.1.6 Voting

- a) Voting on Resolutions available to invitees on all platforms.
- b) Votes with or without Wi-Fi/ Data.
- c) Voting option should be customisable for each vote (e.g., Yes/No).
- d) Approve / Reject, Recommend / Reject etc.).
- e) The Votes should be archived onto the system indefinitely.
- f) Administrators should be able to draw reports from the system on voting results per voting matter.
- g) Administrators should be able to send reminders to members who have not voted
- h) Discussion Forum for Committee Members to discuss topics. The discussion forum history needs to be available for audit reporting purposes.
- i) Solution should allow for meta data search through all current and historic documents.
- j) All user actions on the solution should be stored for audit reporting purposes.
- k) All previous meeting documents (agendas, minutes, resolutions etc.) would need to be loaded to the new system as part of this project.

4. TIMEFRAMES

4.1 The contract duration will be for a period of 5 years.

5. CONTRACTUAL OBLIGATION

- 5.1 Bidders to fully complete SBD 3.1 including all applicable costs including VAT, with a fixed rate price for the duration of the contract.
- 5.2 In the case of the service provider using sub-contractors, the former will be responsible for ensuring delivery of services from any such sub-contractors and for making any payments to such sub-contractors.
- 5.3 **Bidder will be subjected to periodic review in terms of measuring satisfactory performance until contract is completed and shall invoke applicable penalties as per contract terms and conditions, where there is unsatisfactory performance.**
- 5.4 The successful bidder will be required to have adequate professional indemnity as well as liability insurance in place (upon parties contracting).
- 5.5 Bidders are required to fully comply with the relevant SCM Legislative Framework as well as application of regulatory and prescripts. Bidders are also required to take all reasonable steps to protect information, in line with the provisions of the POPIA 4 of 2014.
- 5.6 The successful bidder will be required to sign a non-disclosure agreement for the duration of the contract period.

6. UNSATISFACTORY PERFORMANCE

- 6.1 In the event that the Service Provider fails to meet the performance standards outlined in this ToR or SLA, INSETA shall where applicable raise remedies, terminate the contract, seek damages or raise penalties such as impose financial penalties to the Service Provider.
- 6.2 The following shall be considered examples of unsatisfactory performance:
 - 6.2.1 Failure to meet the agreed-upon deadlines.
 - 6.2.2 Failure to deliver goods or services that meet the agreed-upon standards.
 - 6.2.3 Failure to respond to client inquiries or issues in a timely manner.
 - 6.2.4 Failure to maintain confidentiality or security of client information.
 - 6.2.5 Gross negligence by the service provider or its employees.

7. ABSENCE OF OBLIGATION & CONFIDENTIALITY

- 7.1 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.
- 7.2 The Contract site is at INSETA (as and when required).

8. WORKMEN AND SUPERVISION ON SITE

- 8.1 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.

9. EVALUATION CRITERIA

9.1 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.

9.2 **The evaluation criteria will be based on the following phases/requirements:**

- Phase 0: Administrative requirements
- Phase 1: Mandatory Criteria
- Phase 2A: Technical Functionality (100 points) – The threshold of 70 points
- Phase 2B: System Demonstration
- Phase 3: Evaluation on Price and Specific Goals

10. ADMINISTRATIVE REQUIREMENTS (Phase 0)

- 10.1 Bidder must submit proof of registration on CSD (**Central Supplier Database**).
- 10.2 Bidder must complete, sign and submit a Standard Bidding Document (SBD 1) Procurement Invitation.
- 10.3 Standard Bidding Document (SBD 3.1) Pricing Schedule – Annexure A.
- 10.4 **Standard Bidding Document (SBD 4) Bidder's Disclosure.**
- 10.5 Standard Bidding Document (SBD 6.1) Preference Points Claim form.
- 10.6 Initialled General Conditions of Contract (GCC).
- 10.7 Bidder must provide BBBEE Certificate or Sworn Affidavit (as prescribed or CIPC or DTI template).

11. MANDATORY CRITERIA (Phase 1)

- 11.1 INSETA seeks proof of compliance with the following valid registrations:
- 11.1.1 Proof of original software developer **or**
 - 11.1.2 Proof of authorised distributor rights (in South Africa) from the Original Software Developer **or**
 - 11.1.3 Proof of reseller rights (in South Africa) from the Authorised distributor.

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

12. FUNCTIONAL EVALUATION CRITERIA (Phase 2A)

- 12.1 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 for further evaluation (Phase 2B).
- 12.2 Should the bidder meet the requirements on **Phase 2A**, they will be required to present their Board Portal Software solution for INSETA's consideration as **Phase 2B** of evaluations and will be evaluated out of **25 points**.

Category	Description	Weight
Capacity and Experience of the service provider	<p>Bidders are required to demonstrate experience in terms of previous work done. Bidders must submit at least three (3) reference letters from different public sector organisations - as evidence of previously providing board portal solutions. Reference letters must be on client's letterhead, accompanied by a contract/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"> • Five (5) and more reference letters with award/appointment letters or purchase orders = 40 points • Four (4) reference letters with award/appointment letters or purchase orders = 30 points • Three (3) reference letters with award/appointment letters or purchase orders = 20 points • Non-compliance/submission to the above = 0 points <p>Bidders to note that due diligence will be conducted against received references.</p>	40
Experience and Qualification of the Project Lead	<p>The project lead must have a minimum of five (5) years' experience in leading the implementation of a board portal systems (a detailed CV must be provided outlining their experience).</p> <ul style="list-style-type: none"> • The Project Lead has 5 or more years' experience in leading the implementation of board portal systems or similar IT system = 15 Points • Non-compliance to the above = 0 points. 	15
	<p>The project lead must have a minimum of an NQF level 6 qualification in Information Technology or Project Management (proof of qualification/certification to be attached).</p> <ul style="list-style-type: none"> • NQF level 6 qualification in Information Technology or Project Management = 10 points • Non-compliance to the above = 0 points <p>NB: Foreign qualifications must be accompanied by SAQA Certification of Evaluation (SCoE).</p>	10
Project implementation Plan	<p>The bidder must provide a project implementation plan which details how the solution will be carried out for implementation.</p>	20

	<p>Project implementation plan must include the following (but not limited to):</p> <ul style="list-style-type: none"> • Time frames for project implementation = 5 points • Method for onboarding and training of users = 5 points • System testing = 5 points • Feedback and close out report = 5 points <p>Non-compliance to any and all of the above = 0 points</p>	
Support and maintenance proposal	<p>The bidder must provide a support and maintenance proposal which includes:</p> <ul style="list-style-type: none"> • Maintenance and support plan with clear incident workflow with turnaround times = 15 points • Non-compliance with the above = 0 points 	15
TOTAL		100

12.2.1 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 – System Demonstration**. The bidders will be notified and given 48 hours’ notice to prepare for the presentation.

12.2.2 Bidders will be required to present their Board Portal Software Solution for INSETA’s consideration.

13. System Demonstration Evaluation Criteria (Phase 2B)

13.1 The evaluation is based on the presentation and functionality of the system.

13.2 The bidders are required to fully comply with the below criteria in order to be considered for the next phase of evaluation which is Price and Specific Goals – Phase 3.

13.3 Bidders will be given a minimum of 48-hour notice to prepare their demonstrations. The demonstration or online or at the INSETA offices.

NO	DESCRIPTION	COMPLY	NOT COMPLY
	The board portal solution presentation must be fully aligned to the requirements listed below:		
1.	Central Administration		
2.	Creating and updating meetings		
3.	Meeting calendar report and applicable reports		
	Accessibility (web-based against the following applications: Windows, Apple, Android)		
5.	Voting procedure (voting, archiving, voting reports, reject or acceptance), including an audit trail		
	OVERALL STATUS		

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13.3.1 Only bidders who fully comply with all the requirements of the above criteria will be eligible for further consideration on **Phase 3**, which is **Price and Specific Goals**.

14. Price and Specific Points Evaluation (Phase 3)

14.1 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.**

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

14.1.2 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

15. 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.

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

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

16.2 *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.

16.3 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.

16.4 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.

17. Bid Procedure Conditions:

17.1 Counter Conditions:

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.

17.1.1 Award Criteria: Due Diligence Process

- 17.1.1.1 INSETA reserves the right to conduct due diligence/screen on the bidder prior to the award of a contract.
- 17.1.1.2 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.
- 17.1.1.3 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.
- 17.1.1.4 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.
- 17.1.1.5 The due diligence method will be determined by the INSETA.
- 17.1.1.6 Non-contactable referees will lead to the failure of the due diligence process and will result in a negative outcome for the bidder.

18. Bid requirements when bidding as the following:

18.1 Consortium

- 18.1.1 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.
- 18.1.2 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 delignates the rights and obligations of each member.
- 18.1.3 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

18.1.4 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.

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

18.2 A joint venture

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

18.3 Unincorporated joint venture:

18.3.1 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.

18.4 Incorporated joint venture:

18.4.1 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.

19. COMMUNICATION

19.1 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**.

20. CONDITIONS TO BE OBSERVED WHEN BIDDING

20.1 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:

- 20.2 Not evaluate and award a bid that do not comply strictly with this BID document.
- 20.3 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.
- 20.4 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.
- 20.5 Cancel this BID at any time as prescribed in the PPPFA.
- 20.6 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.

21. ANONYMOUSLY REPORTING OF FRAUD

22. Bidders are encouraged to report any incidents of • fraud • corruption • theft • misconduct or • unethical behaviour to the Vuvuzela Hotline. Contact number: 0800 119 691

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