Mining Qualifications Authority
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TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO DEVELOP, IMPLEMENT, SUPPORT, AND ADMINISTER AN ONLINE LEARNING PROGRAMMES DIGITAL INTERACTIVE SYSTEM FOR THE MINING QUALIFICATIONS AUTHORITY

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 objective of this bid is to appoint a service provider with an ability to develop, implement, support, and administer an online interactive learning programmes system with digital capabilities and functionalities for the MQA. The system must be designed to deliver the following value to the MQA:

- To deal with the structural challenge of skills mismatch between employers and completed learners.
- To provide a platform for the establishment of Alumni Initiatives for the various MQA Learning Programmes.
- To provide the MQA and the Sector with a Database for all qualified learners in various programmes.
- The platform will have data necessary for Research, Tracer, and Impact studies to be conducted by the MQA.
- To provide a platform where learners qualified in various MQA programmes can register as work seekers and upload relevant documentation that supports their career interests.
- The system will provide a platform where Mining Sector Employers will advertise available training opportunities and entry level positions to qualified and prospective learners who are on MQA programmes.
- The system will have a repository that will provide a valuable platform for all stakeholders within the sector in terms of information provision to implementers of the MQA learning programmes.
- The system will provide reports for the MQA to assist in decision making for current learning programmes implemented by the MQA.
- The system will provide a platform for interaction between the MQA, learners and employer parties.

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- The digital platform will enhance the image and reputation of the MQA and position it as a taker in the 4IR space.

  NB: Once the MQA procures a fully-fledged Integrated Management Information System (IMIS), this digital platform will be integrated into the organisation wide IMIS and ERP System. **This is a requirement in terms of Section 4.1 (d) below on the "Expected Outcomes and Deliverables".**

It is a further objective of the Bid to ensure that appointed Service Provider will ensure the following:

(a) After the development of the said system, the MQA will own the developed system and the rights as well as international Intellectual property rights associated to the developed system.
(b) The Service Provider will be required to provide a detailed System Documentation to the MQA.
(c) The Source Code and the rights associated to the developed system will also be wholly owned by MQA.
(d) Any future maintenance and improvements of the said developed system will be managed at MQA's discretion.
(e) The future developments and improvements of the developed system will also be wholly owned by the MQA.
(f) The Service Provider will ensure skills transfer on the use of the system.
(g) The Service Provider will provide post implementation support and maintenance on a time and material basis.

2.1   Online Learner Skills Matrix & Qualifications Portal

The MQA deals with a myriad of stakeholders, ranging from learners, providers, employers, partners, practitioners to quality councils and other bodies. The primary objective of this Portal is to enable learners in the mining sector or learners interested in the mining sector to register on the portal and indicate their skills, qualifications, upload their CVs, view training, bursary, learnership and internship opportunities in the sector, get relevant news, link with prospective employers, and get links to resources and information that may help them gain entry to the mining sector or enhance their career in mining.

The Online Learner Skills Matrix & Opportunities Portal will also ensure the MQA has sight of learners interested in the sector, those requesting training or skills upliftment and those requiring linking with prospective employers in the sector. This will assist the MQA in fulfilling its mandate within the sector.

2.2   Online Employer Resource Portal

The primary objective of the Online Employer Resource Portal would be to improve the dissemination of information relevant to employers, sourcing and finding learners or recruits with skills and qualifications meeting their requirements, accessing the information repository for the

sector, improve communication between MQA and employers, get relevant news, link with prospective learners, and get links to resources and information that may help them within the mining sector.

2.3 Online Information Repository Portal

The purpose of the online information repository portal is for the storage, review, update, publishing, and maintenance of mining sector information. The portal will also act as a training and guidance platform for the various stakeholders. The Portal will host information that will assist the MQA registered users to search and find relevant publications, research findings, policies, reports, career guidance information, interactive media (videos, sound bites etc.), and a host of other information relevant to MQA stakeholders. The platform will provide self-exploration tools and information relating to occupations, scarce skills, courses and opportunities in the sector. The Portal will also host other dynamic content like planned events such as career exhibitions, closing dates for bursaries, learnerships and internships, graduate placement opportunities, internship opportunities and dates of workshops for example.
The online portal also aims to address an immediate need of MQA to provide a central repository of information within the mining sector.

3. SCOPE OF WORK

The successful bidder will be required to develop, implement, support, and administer the portals that will provide the features, capabilities, and functionalities as per the requirements delineated in section 3.1 below:

3.1 General requirements

3.1.1 The proposed solutions must meet the following general requirements:

- The three portals must have the same look and feel.

- Security (Confidentiality, integrity, and availability of data) is of utmost importance. The solution must be designed in such a manner that the MQA internal systems will not be wrongly accessed or abused by external stakeholders. Only authorized stakeholders should make use of the system as the system will be wholly owned by the MQA.
- The solution must be accessible from various software platforms i.e.
  - o Microsoft Windows Platform.
  - o Apple Platform.
  - o Android Platform.
  - o And from various devices i.e., desktop, laptop, and android or smartphones.

- Access to and interaction with the solution must allow for people with disabilities through the device(s) used (as mentioned above) and current technologies available.

- Role based access control.

- The solution must adhere and comply with current legislation and regulations, and specifically the POPI Act.

- Should integrate/augment and/or be built with current technologies within the MQA.

- It is accessible to both internal and external parties.

- Should be a centralized secure platform for dissemination of information and tools to service our stakeholders.

- Provide a tracking mechanism to monitor stakeholder engagements and participation on content.

- Provide management information and customizable reporting (Measure, report, and evaluation) to improve on service delivery to all parties.

- Provide the ability to allow stakeholders to interact with MQA by way of comments, recommendations, and feedback for the different portals.

- It is expected the system(s) be developed, implemented on, and hosted at MQA data facility.

- Documentation for all aspects of the systems must be provided. This will include but not limited to:
  - System Architecture diagrams.
  - Standard Operating procedures.
  - Training materials.
  - Process flows and responsibilities.
  - Setup and configuration.

- Training must be provided to all relevant staff and technical members.

- Ongoing post implementation support and maintenance to be provided for the duration of the contract on a time and material basis.

- Portals to easily link within MQA website.

- Conduct training with internal staff operating the system (system administrators) on system functionality to further manage system.

- Project Management services to manage the on-time delivery of the various initiatives per an approved project plan; and

- Transfer of skills must be done on the use of the system.

4. EXPECTED OUTCOMES AND DELIVERABLES

The high-level requirements/features for each of the different systems are as follows:

4.1. Online Learner Skills Matrix & Qualifications Portal

(a) **Features and capabilities**

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- Ability for learners to register online and maintain their profile.
- Learners to complete personal information form: e.g., name surname, ID number, address, contact info etc.
- The system should allow learners to select their current skills/training from a list of mining sector skills/training list and save under their profile.
- Learners should be able to indicate their qualifications if any and save under their profile.
- Portal to assist students to make a summary CVs and upload current detailed CVs if any.
- Learners to be able to highlight learnerships, internship or training etc., they are interested in.
- Portal should have interactive search capability (with robust indexing structure); allowing students to find information sought or link them to the Information Repository Portal for a wider search.
- Portal should cater for learners interested in the sector (students or graduates) and those currently in the sector (workers and employees).
- Portal should highlight opportunities available or published in the sector (by employers or MQA).
- A career guidance section must be included in the system to host relevant career guidance information for learners.
- Sector News should be easily visible for learners within the Portal.
- Portal should list any employers offering opportunities (as per Employer Resource Portal).
- System to integrate with current Management Information System utilized by MQA to get learner information if already on the system. It should display courses, learnerships, bursary info and internships etc., if any, of the learner.
- Portal should seamlessly integrate with the Employer Resource and Information Resource Portals.
- Portal to cater for dynamic content upload or removal by internal MQA content publishers (categorized for each section of the portal, e.g. news, opportunities etc).
- Authorized Internal staff should be able to search the portal and find learners based on skills, qualifications, location, age etc.
- The system must have provision for queries to be opened by learners, communicated to stakeholders (feedback loop) and stored for future reference (with acknowledgement letter issued to leaners).
- Functionality to generate Portal reports by internal staff (e.g., registered learners, totals by skills and qualifications etc).
- Functionality for the generation of Management Reports from the system (Example: Number of Learners linked with employers or number of learners who applied for any given opportunity on the system etc).
- Automated routing of learner queries to the correct Business unit with limited user

intervention.

- The system must provide different ways to interact with learners from a marketing and communication perspective.
- Chatbot functionality for routine learner queries or FAQ's.
- System must provide same functionality on mobile platforms as web.
- ID Verification.

(b) **Standard layout requirements:**

- Login and Registration.
- Profile creation and maintenance (personal info, skills, qualifications, CV etc.)
- Search.
- Sector News/Announcements.
- Opportunities/Employer Linkages.
- Queries.
- Career Guidance.
- Management Information and reports (visible only to internal staff).

(c) **In place Systems and Technologies**

- There is no system in place currently.

(d) **Integration**

- Integration to the current MIS/LMS system, Employer Resource Portal and Information Resource Portal, Skills Module and future ERP System.

4.2. Online Employer Resource Portal:

Features and capabilities

- Allow for employers to register on the portal; (automatically register if already on MIS system).
- Capture or display employer details.
- Allow employers to capture opportunities (learnerships, internships etc.) or recruitment requirements for services within sector.
- Portal should have interactive search capability (with robust indexing structure)allowing employers to find information sought or link them to the Information Repository Portal for a wider search.
- Sector News should be easily visible for employers within the Portal.
- Employers to be able to search the learner Portal for skills, qualifications they require and ability to link with students matching their requirements.
- Portal should seamlessly integrate with the Learner and Information Resource Portals.
- Portal to cater for dynamic content upload or removal by internal MQA content.

- publishers (categorized for each section of the portal, e.g., news, opportunities etc).
- Ability for employers to indicate what link of skills, qualifications they require.
- Authorized Internal staff should be able to search the portal and find employers who have published their requirements for skills, qualifications etc.
- The system must have provision for queries to be opened by employers, communicated to stakeholders (feedback loop) and stored for future reference (with acknowledgement letter issued to leaner).
- Internal administrators to monitor control of all publications to the portal.
- Provide Management Information on all opportunities that are published on the portal.
- Notification features using various communication methods like SMS, email, WhatsApp and so on.
- The Portal should be a web-based solution that is accessible to both internal and external clients.
- The system must provide different ways to interact with employers from a marketing and communication perspective.
- Chatbot functionality for routine employer queries or FAQ's.
- System must provide same functionality on mobile platforms as web.

Standard layout requirements:
- Login and Registration.
- Search.
- Register Opportunities / Recruitment Requirements.
- News / Notifications / Announcements.
- Matched Learners.
- Management Information and reports (visible only to internal staff).
- Announcements.
- Events.
- Newsletters.

In place Systems and Technologies

- There is no system in place currently.

Integration
- Integration to the current MIS/LMS system, Employer Resource Portal and Learner Skills Matrix and Qualifications Portal and MQA Website.

4.3. Online Information Repository Portal

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Features and capabilities

- Allow for stakeholders to register for the Portal.
- All published content to be stored centrally on a database (indexed).
- Portal to act as central information repository for mining sector stakeholders.
- Content should be easy to upload.
- The content should be recovered effortlessly and speedily.
- The solution must have a good indexing system.
- The solution should be mobile friendly.
- The solution should be user friendly.
- We are looking for a solution that will visually appealing.
- The content should be easy to search.
- The content should be easily sharable (inside and outside the organisation).
- The content should be easy to find.
- The proposed system should have a simple navigation menu.
- When searching for key words, they system should pick up words in the titles and in the content of the published information (this will also be dependent on the format of the presentation e.g. we understand that there will be limitations with pdf documents).
- Part of the solution needs to include uploading of the current content that exists in the business. The content that follows thereafter must be easily up loadable by the MQA team members.
- Portal should seamlessly integrate with the Employer Resource and Learner Portals.
- Portal to integrate with current and future MIS system for uploading of reports deemed necessary for publication.

Standard layout requirements:

- Repository Search.
- Suggestions and Feedback.
- Subscribe to the portal (for new publications etc).
- Information sharing.
- Categories of Information (Learner section, employer section etc).

In place Systems and Technologies

- There is no system in place now.

Integration

- Integration to the current MIS/LMS system, Employer Resource Portal and Learner Skills Matrix and Qualifications Portal and MQA Website.

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5. INTEGRITY AND CONFLICT OF INTEREST

The service provider shall always 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 DR solution will assist the MQA to achieve its organisational goals and objectives.

6. PROJECT MANAGEMENT

The service provider appointed shall be given instructions by or shall report to the appointed Project Manager.

7. ROJECT PROPOSAL

Service providers wishing to submit proposals are required to include documents of statements on the following:
   7.1 A short profile of the service provider.
   7.2 All the documents required as per the evaluation criteria.

8. 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. Or preferable submit a memory stick with your proposal.**

9. PROJECT PLAN

Based on the information provided in this document, the service provider is to submit a project plan with timelines, which the prospective service provider deems suitable for the delivery of the proposed project. The MQA will consider and approve of the project plan before commencement of the project.

10. 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   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.

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- Is not detriment of any other bidder; and
- Does not lead to higher price than the bid as submitted.

11. EVALUATION CRITERIA

Proposals for the appointment of the service providers will be evaluated in three (3) phases. The first phase will be compliance requirements, the second phase will be functionality and demonstration, the third phase will be price and specific goals in accordance with the PPPFA. A bidder will only go to the next phase of evaluation if they have met the requirements of the previous phase of evaluation.

11.1 PHASE ONE (1): COMPLIANCE

11.1.1 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. Original or certified copy of B-BBEE Certificate or Sworn Affidavit 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: Bidder's disclosure 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 6.2: Declaration certificate for local production and content for designated sectors (if applicable).

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. The request of such outstanding information will not be information that affects the substance of the bid or gives a bidder unfair advantage to the other bidders

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11.2. PHASE TWO (2): FUNCTIONALITY AND DEMO

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 the performance requirements.

3 = Satisfactory, adequate for the performance requirements.

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

5 = Excellent, exceptional mastery of the requirement.

No.	KPA	ELEMENT	WEIGHT	SCORING CRITERIA
1	Company with experience and ability to develop, implement, support and administer online systems with digital capabilities and functionalities to SETAs within the past 3 years.	Provide a minimum of 3 references. For the letter to comply it must comply with the following: • Be on the client letter head, signed by relevant officials, dated, contactable (email/phone numbers), work done within 3 (three) years. • Narrating the development, maintenance and support (work done) on the development, implementation, support and administration of online systems with digital capabilities and functionalities in a SETA environment. The letter must include confirmation that the work was successfully carried out or client is	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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		happy to recommend the service provider. **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.**		
2	Capacity and expertise to develop, implement, support, and administer online systems with digital capabilities and functionalities. **NB: The proposal must indicate the names of the individuals to be evaluated as the Project Manager, Developers and Business Analyst. Failure will result in a score of zero (0) will be awarded.**	Provide a minimum of 4 CVs of team members each with expertise, in the following areas: **2.1. Project Manager with the abilities to project manage online systems with digital capabilities and functionalities. The Project Manager must at least have NQF level 5 qualification in Project Management.**	5	0=No compliant CV submitted. 1= CV submitted with 1 day – less than 9 months experience in Project Management. 2= CV submitted 9 – less than 24 months experience in Project Management. 3= CV submitted with 24 months experience in Project Management. 4= CV submitted 24 months and 1 day – less than 36 months experience in Project Management. 5= CV submitted with 36 or more months experience in Project Management.
	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.	**2.2. System Developers with the abilities to develop, implement, support, and administer online systems with digital capabilities and functionalities. The developers must at least have NQF level 5 qualification in system development.**	20	0= No compliant CVs submitted. 1= 2 CVs and qualifications of a developer submitted with less than 12 months experience in system development. 2= 2 CVs and qualifications of a developer submitted with 12 - less than 24

				months experience in system development. 3= 2 CVs and qualifications of a developer submitted with 24 – less than 36 months experience in system development. 4= 2 CVs and qualifications of a developer submitted with 36 – less than 48 months experience in system development. 5=. 2 CVs and qualifications of a developer submitted with 48 or more months experience in system development.
		2.3. **Business/System Analyst with the abilities to administer online systems with digital capabilities and functionalities. Analyst NQF level 5 qualification in Business or System Analysis.**	10	0= No compliant CV submitted. 1= CV and qualifications of a developer submitted with less than 12 months experience in Business/System Analyst. 2= CV and qualifications of a developer submitted with 12 to less than 24 months experience in Business/System Analyst 3= CV and qualifications of a developer submitted with 24 - less than 36 months experience in Business/System Analyst. 4= CV and qualifications of a developer submitted with 36 – less than 48 months experience in Business/System Analyst

				5=. CV and qualifications of a developer submitted with 48 or more months experience in Business/System Analyst.
	Proposed Project Plan	Draw a Project Plan (PP) that is aligned to the required areas (scope of the work and deliverables) to cover the following areas: • Tasks. • Timeframes. • Resource allocation. • Milestones; and • Risk Register of risks associated with this project.	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 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 tasks, timeframes and resource allocation. 4= Plan submitted is aligned with section 3 and 4 of the terms of reference and have tasks, timeframes, resource allocation and milestones of each phase as indicated in section 3 and 4 of the terms of reference or risk register of risks associated with this project.

			5= Plan submitted is aligned with section 3 and 4 of the terms of reference and have tasks, timeframes, resource allocation and milestones of each phase as indicated in section 3 and 4 of the terms of reference and a risk register of risks associated with this project.
	Total	70	
**Note: All bidders must obtain minimum 42 out of 70 points on functionality to be evaluated further on demonstration.**
3	Proof of similar work in developing, implementing, supporting, and administering online systems with digital capabilities and functionalities.	Demonstrate the proposed solutions with a user manual (existing online systems with digital capabilities and functionalities). Demonstration should cover the scope of work and the supports items below: The demonstration must be based on the requirements under section 2, 3 and 4 namely: - Objective of the request for proposals. - Scope of work - Expected outcomes and deliverables.	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 the scope of work support items. 3= Demonstration covered all the scope work support items. 4= Demonstration covered all the scope work support items, business intelligence reports dashboard. 5= Demonstration covered all the scope work support items, business intelligence

				reports dashboard and integration with other systems.
	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.

11.3 PHASE THREE (3): PRICE AND SPECIFIC GOALS

During the third phase proposals will be evaluated using the 80/20 preference points system in accordance with the PPPFA guidelines. Based on this system the points will be allocated as follows:

Criteria	Points
Price	80
Specific goals	20

Specific goals Points will be awarded to a bidder in accordance with the table below:

PREFERENCE GOAL	80/20	Documents for verification
GOAL 1 – B-BBEE Status Level of Contributor Maximum Points	15	
1	15	B-BBEE Certificate/Sworn Affidavit
2	14	B-BBEE Certificate/Sworn Affidavit
3	10	B-BBEE Certificate/Sworn Affidavit
4	8	B-BBEE Certificate/Sworn Affidavit
5	6	B-BBEE Certificate/Sworn Affidavit
6	5	B-BBEE Certificate/Sworn Affidavit
7	4	B-BBEE Certificate/Sworn Affidavit
8	2	B-BBEE Certificate/Sworn Affidavit
Non-compliant contributor	0	

GOAL 2 – Promotion of Black Woman/Youth/Disable/Rural Area Maximum Points	5	Documents for verification
Business owned by equal to or more than 50% black people who are	2	B-BBEE Certificate/Sworn Affidavit

woman		
Business owned by equal to or more than 50% black people who are youth	1	B-BBEE Certificate/Sworn Affidavit
Business owned by equal to or more than 50% black people with disability	1	B-BBEE Certificate/Sworn Affidavit
Business owned by equal to or more than 50% black people living in rural areas	1	B-BBEE Certificate/Sworn Affidavit

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 specific goals claims.

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 specific goals.

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 ability to do 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. TERMS AND CONDITIONS OF THE PROPOSAL

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

12.2 The appointed service provider will enter into a service level agreement with the MQA, which will include amongst others:

12.2.1 Period of agreement.

12.2.2 Project objectives and scope.

12.2.3 Method of communication.

12.2.4 Disputes; and

12.2.5 Termination of contract and other specific matters will be agreed upon to form part of the service level agreement.

12.3 The MQA reserves the right to terminate the contract if there is clear evidence of non-performance or poor performance.

12.4 In the event where there is 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.

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12.5   The MQA may at its sole discretion award an assignment or any part thereof to more than one service provider(s).

12.6   Payments will only be made for acceptable work completed and delivered.

12.7   Any deviation from the project plan should be put in writing and signed by the project manager.

12.8   Any suggestions during the progress meetings, once accepted by both parties, shall form part of the contract.

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

13.   DURATION

The successful service provider will be expected to commence with the work upon appointment with the project closing on 31 March 2024.

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 Xolisa Njikelana
011 547 2600
E-mail Address: XolisaN@mqa.org.za

AND

Mr Sakhile Mlauzi
011 547 2600
E-mail Address: SakhileM@mqa.org.za