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C3.1: EMPLOYER'S SERVICE INFORMATION

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1 Description of the service

1.1 Executive overview

The purpose of this contract is to appoint a suitable qualified contractor or contractors for institutionalised training for electrical learner artisan and permanent employees (ARPL) for period of three (3) years.

1.2 Employer's requirements for the service

Occupational Certificate: Electrician SAQA ID: 91761 PROGRAMME DURATION: 3 660 hours of training (30% Theory 70% Work based practical learning) CREDITS 366

MODULE NUMBER	MODULES	UNIT STANDARD TITLE	NQF LEVEL	CREDITS
KNOWLEDGE MODULES				
671101000-KM-01	Knowledge Modules	Health, Safety, Quality and Legislation	NQF 4	5
671101000-KM-02	Knowledge Modules	Tools, Equipment and Materials	NQF 4	8
671101000-KM-03	Knowledge Modules	Electricity and electronics	NQF 4	13
671101000-KM-04	Knowledge Modules	Industry Context	NQF 3	2
671101000-KM-05	Knowledge Modules	Wire ways and wiring	NQF 4	11
671101000-KM-06	Knowledge Modules	Rotating electrical machinery	NQF 4	13
671101000-KM-07	Knowledge Modules	Electrical supply systems and components	NQF 4	31
671101000-KM-08	Knowledge Modules	Low Voltage protection	NQF 4	5
671101000-KM-09	Knowledge Modules	Fault Finding	NQF 4	3
PRACTICAL MODULES				
671101000-PS-01	Practical Skills Modules	Use hand, power and measuring tools	NQF 3	28
671101000-PS-02	Practical Skills Modules	Plan worksite set up for installing, wiring and	NQF 3	5
connecting electrical equipment and control systems				
671101000-PS-03	Practical Skills Modules	Prepare worksite set up for installing, wiring and	NQF 3	3
connecting electrical equipment and control systems				

671101000-PS-04	Practical Skills Modules	Install wire-ways	NQF 3	5
671101000-PS-05	Practical Skills Modules	Install, wire and connect electrical equipment and	NQF 4	38
control systems				
671101000-PS-06	Practical Skills Modules	Conduct pre-commission inspection (power off) and test new and existing installations	NQF 4	5
671101000-PS-07	Practical Skills Modules	Carry out commissioning tests	NQF 4	13
671101000-PS-08	Practical Skills Modules	Fault find and repair electrical control systems and electrical installations	NQF 4	22
WORKPLACE COMPONENT				
671101000-WM-01	Work Experience Modules	Planning and preparation process for the wiring, connection, testing, inspecting, commissioning and maintaining of electrical installations and control systems	NQF 4	8
67110100-WM-02	Work Experience Modules	Processes of installing, wiring and connecting of electrical equipment and control systems	NQF 4	74
67110100-WM-03	Work Experience Modules	Processes of testing and inspecting of electrical equipment, control systems and installations	NQF 4	15
671101000-WM-04	Work Experience Modules	Processes of commissioning electrical installations and control systems	NQF 4	15
671101000-WM-05	Work Experience Modules	Maintenance processes for electrical installations and control systems	NQF 4	44

1.3 Interpretation and terminology

Not applicable

2 Management strategy and start up.

2.1 The Contractor's plan for the service.

Title and purpose	Approximate time & interval	Location	Attendance by:
Project Meeting Address Progress Delivery, SHEQ and to address medium to high risk matters	As and when required	To be advised	Purchaser and Supplier representatives (Project Managers and Engineers)
Contractor Meeting Liaison Overall contract progress and feedback, technical matters arising, procurement, SHEQ and general issues.	Monthly	To be advised	<i>Purchaser and Supplier Representative</i>

2.2 Management meetings

Meetings of a specialist nature may be convened as specified elsewhere in this Purchaser's Goods Information or if not so specified by persons and at times and locations to suit the Parties, the nature and the delivery of the goods. Records of these meetings shall be submitted to the Supply Manager by the person convening the meeting within five days of the meeting.

All meetings shall be recorded using minutes or a register prepared and circulated by the person who convened the meeting. Such minutes or register shall not be used for the purpose of confirming actions or instructions under the contract as these shall be done separately by the person identified in the conditions of contract to carry out such actions or instructions.

Regular meetings of a general nature may be convened and chaired by the *Supply Manager* as follows:

Title and purpose	Approximate time & interval	Location	Attendance by:
Project Meeting Address Progress	As and when required	Face to Face or MS Teams	Service Provider NTCSA Employer
Contractor Meeting Liaison	Monthly	Face to Face or MS Teams	NTCSA Employer and Contractor

2.3 Contractor's management, supervision and key people

4.2 Service providers are expected to:

4.2.1 Requirements for SDP (Skills Development Provider)

- Providers to be accredited by the EWSETA, QCTO and NAMB. (SDP_ Skills Development Provider-registration No)

SDP (Skills Development Provider) accredited premises to be utilised, for evaluation/assessments to be conducted (indicate footprint of training centre).

- Quality Management System according to accreditation bodies (QCTO/NAMB and EWSETA)
- Provide accredited learning material and curriculum as per Institutionalised Training – Apprentices, Technicians in Training & ARPL Students.

Provide the required toolboxes that will remain the property of the learner, equipment and aids needed to support learning. Should any tool gone missing, it will be the responsibility of the learner to replace it.

- Assessment Policy and procedure to be provided.
- ARPL _Artisan Recognition of Prior learning Policy to be provided.
- ARPL to be conducted for NTCSA Permanent employees to identify Gaps.
- Learning plans to be provided aligned with curriculum.
- Learners to be assessed by accredited assessors as specified above
- All learner progress reports to be submitted monthly.
- All absenteeism to be reported immediately to the supervisor/project manager of the learner.
- All training to be done according to accreditation body and NTCSA's standards.
- An NTCSA attendance list to be used for recording of attendance.
- Learner feedback and Attendance registers as per NTCSA format to be provided once a module completed.

Training and Trade Test is to be conducted at SDP Premises – proof of accreditation of the Training Centre and Trade Test centre to be provided.

- Evaluations and site visit to the centre will be conducted as and when required.
- Provide practical training to entrench the learning–closing competency gap.
- Provide learners with on-going information, coaching to unlock and maximise employee's potential.
- Completion Certificates including the invoice and competency declaration must be provided within 30 days of successful completion of the training and or TT test according to TT regulations.
- Service Providers will be subjected to site visits for observations and Non-Conformance process (where they are seen not to comply).
- Service providers must have knowledge of all the operating units in NTCSA critical tasks.

4.2.2 Requirements of SDP Facilitators and Trade Test Assessors

- Facilitators/Assessors to have the relevant qualification to provide the training (Electrical Trade).
- Facilitators / Assessors to be assessed and accredited by relevant SETA/registered body:
 - EWSeta
 - OCTO / NAMB
 - ETDP Seta – Assessor and Facilitator
- Minimum 3 years facilitation / Assessments of specific training to facilitate.
- Have at least 3 years relevant industry experience working as a qualified artisan in the specific trade.
- Have at least 2 years relevant practical training experience in the specific trade (As per the Scope).
- In the event that new facilitators/assessors are appointed all relevant documents as mentioned above need to be submitted to NTCSA representative.
- Must be trained as an artisan facilitator and assessor or deemed competent to conduct trade tests or recognized by NAMB/QCTO/EWSeta as competent assessor.

4.2.3 Requirements of Trade Moderators

- Must have at least 3 years' experience as registered artisan trade assessors in the relevant and related trade with the same trade family.

- Must be trained as moderators and deemed competent to conduct moderations of trade tests or recognized by NAMB/QCTO/EWSeta as a competent moderator to conduct moderation of trade tests through RPL based on previous moderators' qualification and or experience.
- The artisan trade test centre must be accredited by the QCTO to conduct trade tests or approved registered constituent moderator of the NAMB/QCTO.

2.4 Provision of bonds and guarantees

Not Applicable

2.5 Documentation control

All contractual documentation must have relevant contract number and purchase order number (PO) as reference as per the NTCSA standard. Contractual communication must be in the form of properly letter attached to emails. Urgent contractor meeting must in a form of MS teams or face to face meeting.

2.6 Invoicing and payment

The Z clauses make reference to invoicing procedures stated here in this Service Information. Also include a list of information which is to be shown on an invoice.

Within one week of receiving a payment certificate from the *Service Manager* in terms of core clause 51.1, the *Contractor* provides the *Employer* with a tax invoice showing the amount due for payment equal to that stated in the *Service Manager's* payment certificate.

The *Contractor* shall address the tax invoice to

and include on each invoice the following information:

- Name and address of the *Contractor* and the *Service Manager*;
- The contract number and title;
- *Contractor's* VAT registration number;
- The *Employer's* VAT registration number 4710303126;
- Description of service provided for each item invoiced based on the Price List;
- Total amount invoiced excluding VAT, the VAT and the invoiced amount including VAT;
- (add other as required)

Add procedures for invoice submission and payment (e. g. electronic payment instructions)

2.7 Contract change management

Changes and amendment to the contract shall be effected through a contract addendum if and when necessary.

2.8 Records of Defined Cost to be kept by the *Contractor*

Not applicable

2.9 Insurance provided by the *Employer*

INSURANCE TABLE B

Insurance against or name of policy	Minimum amount of cover or minimum limit of indemnity
Assets All Risk	Per the insurance policy document

Contract Works insurance	Per the insurance policy document
Environmental Liability	Per the insurance policy document
General and Public Liability	Per the insurance policy document
Transportation (Marine)	Per the insurance policy document
Motor Fleet and Mobile Plant	Per the insurance policy document
Terrorism	Per the insurance policy document
Cyber Liability	Per the insurance policy document
Nuclear Material Damage and Business Interruption	Per the insurance policy document
Nuclear Material Damage Terrorism	Per the insurance policy document

2.10 Training workshops and technology transfer

The Contractor to ensure that risk assessment is conducted prior task and keep record of the assessment. The Employer shall provide Contractor with the training schedule for the learners.

2.11 Design and supply of Equipment

None

2.12 Things provided at the end of the *service period* for the *Employer's* use

2.12.1 Equipment

The Contractor shall provide:
1.The toolboxes

2.12.2 Information and other things

The Contractor shall provide the following:
1.Learner material
2.Trade certificate

2.13 Management of work done by Task Order

- The Contractor will be issued with a Task Order prior to commencement of the training.
- No work shall proceed without an approved Task Order.
- Approved task Order shall bear signature of the Contractor representative and NTCSA representative.
- The Contractor will not be compensated for training that proceed without an approved Task Order.

3 Health and safety, the environment and quality assurance

3.1 Health and safety risk management

In addition to the requirements of the laws governing health and safety, NTCSA may have some additional requirements particular to the *service* and the Affected Property for this contract. The text below provides for these being attached as an Annexure to this Service Information. PLEASE ALSO READ CORE CLAUSE 27.4 TOGETHER WITH Z7 IN THE ADDITIONAL CONDITIONS OF CONTRACT TO MAKE SURE THAT WHATEVER IS INCLUDED IN THE ANNEXURE FOLLOWS ON FROM THOSE CLAUSES.

The Divisional/Regional Safety Risk Manager or his representative having jurisdiction over the *service* must provide the relevant safety, health and environmental (SHE) criteria for incorporation into this Service Information. The SHE specification / scope must be signed off by the Divisional/Regional Safety Risk Manager or his representative confirming that the applicable safety criteria have been taken into account.

The Commodity Manager / Buyer must refer the tender to the Divisional/Regional Safety Risk Manager or his representative in order to evaluate against enquiry-specific safety criteria.

The Divisional Safety Risk Managers who will be responsible for the allocation of resources to assist P&SCM with the above processes are as follows:

- Generation: Roley McIntyre
- Transmission: Tony Patterson
- Distribution: Alex Stramrood
- Enterprises: Jace Naidoo
- Corporate: Kersemi Pather

The *Contractor* shall comply with the health and safety requirements contained in Annexure _____ to this Service Information.

3.2 Environmental constraints and management

Not applicable

3.3 Quality assurance requirements

SECTION A: Quality Management System Requirements ISO 9001.

- A.1 Quality Method statement based on scope. (Method Statement Template-Ref 240-126469599).
- A.2 Quality Policy Approved by top management.
- A.3 Quality Objectives Approved by top management.

SECTION B: Evidence of QMS in operation (Tender Quality Requirements -Ref 240-105658000).

- B.1 Documented information for defined roles, responsibilities and authorities - Organization chart and Responsibility matrix (must include but not limited to quality management function/role) (Clause 5.3 of ISO 9001:2015.)
- B.2 Documented information for Control of Externally Provided Processes, Products and Services - Must include criteria for evaluation, selection, monitoring of performance, and re-evaluation of external providers (Clause 8.4 of ISO 9001:2015).

SECTION E: User defined additional Requirements & miscellaneous (Ref 240-105658000) Customer specific requirements & other standards and required can be listed and evaluated here:

- E.1 Form A is completed and signed.

4 Procurement

4.1 People

4.1.1 Minimum requirements of people employed

Contractor to be accredited by the EWSETA, QCTO and NAMB. (SDP_ Skills Development Provider-registration No). Facilitators / Assessors to be assessed and accredited by relevant SETA/registered body:

- EWSeta
- QCTO
- ETDP Seta – Assessor and Facilitator

4.1.2 BBBEE and preferencing scheme

The following documents are required to claim preference points:

- Valid B-BBEE certificate issued by a SANAS accredited verification agency / sworn affidavit / CIPC affidavit
- “proof of B-BBEE status level of contributor” means-
- (a) the B-BBEE status level certificate issued by an authorised body or person; or
- (b) a sworn affidavit as prescribed by the B-BBEE Codes of Good Practice; or
- (c) any other requirement prescribed in terms of the Broad-Based Black Economic Empowerment Act

Designated Sectors

Not applicable.

CIDB Skills development

Not applicable.

Mandatory Subcontracting as condition of award:

Subcontracting is applicable if feasible.

Skills development

Tenderers are required to submit proposals in a table below for developing the skills of unemployed candidates in the country. Skills development is intended to address NTCSA's core, scarce and critical skills and the scarce and critical skills. These skills are also included in a 2020 list of occupations in high demand as stipulated in the Government Gazette 43937. Candidates shall be from all provinces in the country, and their composition shall be representative of the population demographics of South Africa

Skill type / Occupation	NTCSA's target
Apprentices	4
Technicians	4
Artisans	4

* For every R3M spend skills must be developed

Job Opportunities

Tenderers are required to submit proposals for the type and number of jobs that will be created and retained in South Africa as a direct result of being awarded a contract.

Type of Jobs to be retained	Number of Jobs to be retained

Procurement spends on entities with a minimum 51% black ownership

The winning tenderer is encouraged to procure/spend on designated groups on the following paid invoices for both:

- the indirect expenses (e.g., overheads) on goods and services supplied to the contractor/supplier by designated groups; and
- direct spend on goods and services supplied by the subcontractors for the execution of the scope of work.

SDL&I Penalty and Performance Security

For the duration of the contract, NTCSA will retain 2.5% of every invoice (excluding VAT) as security for the fulfilment of all SDL&I Obligations. The retained amounts shall only be released to the Contractor upon:

- NTCSA receives the SDL&I progress report/s from the contractor.
- Fulfilment of all SDL&I obligations by the contractor.

Submission of an approved compliance report by SDL&I Department.

4.1.3 Accelerated Shared Growth Initiative – South Africa (ASGI-SA)

Not applicable

4.2 Subcontracting

4.2.1 Preferred subcontractors

Not applicable

4.2.2 Subcontract documentation, and assessment of subcontract tenders

Not applicable

4.2.3 Limitations on subcontracting

Not applicable

4.2.4 Attendance on subcontractors

Not applicable

4.3 Plant and Materials

4.3.1 Specifications

Not applicable

4.3.2 Correction of defects

Not applicable

4.3.3 *Contractor's* procurement of Plant and Materials

Not applicable

4.3.4 Tests and inspections before delivery

Not applicable

4.3.5 Plant & Materials provided “free issue” by the *Employer*

Not applicable

4.3.6 Cataloguing requirements by the *Contractor*

Not applicable

5 Working on the Affected Property

Not applicable

5.1 *Employer's* site entry and security control, permits, and site regulations

Not applicable

5.2 People restrictions, hours of work, conduct and records

Not applicable

5.3 Health and safety facilities on the Affected Property

Not applicable

5.4 Environmental controls, fauna & flora

Not applicable

5.5 Cooperating with and obtaining acceptance of Others

Not applicable

5.6 Records of *Contractor's* Equipment

Not applicable

5.7 Equipment provided by the *Employer*

Not applicable

5.8 Site services and facilities

5.8.1 Provided by the *Employer*

Not applicable

5.8.2 Provided by the *Contractor*

Not applicable

5.9 Control of noise, dust, water and waste

Not applicable

5.10 Hook ups to existing works

Not applicable

5.11 Tests and inspections

5.11.1 Description of tests and inspections

Not applicable

5.11.2 Materials facilities and samples for tests and inspections

Not applicable

6 List of drawings

Not applicable

6.1 Drawings issued by the *Employer*

Not applicable