TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO SUPPLY, DELIVER, CONFIGURE, AND SUPPORT MIXED REALITY HEADSETS WITH VIRTUAL REALITY CAPABILITY (MRHVRC) AND DIGITAL CAREER GUIDANCE SYSTEMS

1. INTRODUCTION

The Mining Qualification Authority (MQA) is a public entity established in terms of section 45 of the Mine Health and Safety Act No. 29 of 1996 (MHSA) and is 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.

The MQA is expected to inter alia respond to the National Development Plan (NDP) which aims to eliminate the historical and structural poverty, unemployment and reduce inequality by 2030. The NDP seeks to build the capacity of South African citizenry to ensure that South Africa has adequate, appropriate and high-quality skills for economic growth, employment and social development. The National Skills Development Plan (NSDP) among others, responds to it by outlining outcomes to be met by various agencies through various interventions to increase access to high quality and relevant education and training and skills development opportunities, including workplace learning and experience, to enable effective participation in the economy and society by all South Africans and reduce inequalities.

2. PURPOSE OF THE REQUEST FOR PROPOSALS

2.1. PURPOSE:

The purpose of this Request for Proposals (RFP) is to invite suitably qualified and experienced service providers to supply, deliver, configure, and support Mixed Reality Headsets with Virtual Reality Capability (MRHVRC) and Digital Career Guidance Systems. These solutions will be used by the MQA for career guidance purposes and promotional activities, including but not limited to: Try-A-Skill events, career exhibitions, and stakeholder engagements. The goal is to leverage immersive technologies to promote careers in the Mining and Minerals Sector to learners, youth, and the general public.

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2.2 OBJECTIVES:

The objectives of this project are to:
- Procure high-quality, user-friendly MRHVRC compatible with various platforms.
- Procure or develop interactive digital career guidance software/content tailored to the Mining and Minerals Sector.
- Enhance the learner and public experience at career guidance events by using immersive, engaging technology.
- Improve awareness and understanding of mining-related occupations among young South Africans.
- Ensure adequate training and support for MQA staff and users on the usage of the MRHVRC and software.
- Facilitate offline and online deployment of digital career guidance tools to support broader accessibility.

2.3 PROJECT DURATION:

The project duration is for a period of **three (3) years** from the date of signing of the contract and associated service level agreement. The service provider will be expected to provide technical support, maintenance, and potential updates throughout this period.

2.4 CURRENT STATUS QUO:

Currently, the MQA uses traditional forms of communication and printed materials to conduct career guidance and awareness campaigns. While these tools have proven useful, they lack the interactivity and innovation required to engage youth effectively in the 4IR era. There is a need to modernize and digitize the approach to career guidance to align with national digital transformation goals and to appeal to tech-savvy learners.

The MQA has identified MRHVRC and interactive digital career guidance platforms as strategic tools to improve its outreach and impact. However, the organization currently lacks both the hardware (MRHVRC) and relevant content software tailored to the mining industry. This RFP seeks to close that gap by sourcing an end-to-end solution from a competent service provider.

3. SCOPE AND DEFINITION OF WORK

The scope of work for this project covers the end-to-end supply, deployment, training, and support of MRHVRC and digital career guidance content aligned to the MQA mandate to promote careers in the Mining and Minerals Sector.
The appointed service provider will be responsible for the following:

3.1 Supply of Equipment
- Supply and delivery of a minimum of **six (6)** MRHVRC that are:
    - Compatible with custom digital content.

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- Portable, wireless/standalone, durable, and user-friendly.
- Preloaded with MQA-approved digital content for ease of deployment.
- Supported controls by the virtual reality headsets
- Licensed depending on the number of headsets (costly)
- Supported by screen viewing or monitor viewing– At least one for Career Guidance and one for Try a Skill (must be portable).
- Portable with a carry bag because they are light sensitive, and storage is important.
- Enabled with Wi-Fi connectivity capable of accommodating bandwidth demands in rural settings.
  - Must have the ability to function without internet connectivity or provide alternative internet connection (e.g. satellite connectivity).
- Delivered to the MQA head office and/or designated sites across the country (Regional Offices).

3.2 Digital Content Development and Integration

- Develop or provide interactive digital career guidance content relevant to the Mining and Minerals Sector, which:
  - Simulates mining career paths, occupations, and working environments.
  - Includes multimedia elements such as 360° videos, animations, audio narrations, and quizzes.
  - Aligns with the South African career development framework.
  - Can function offline in environments with limited or no internet access.
  - Is designed to engage learners (including primary school learners), the public and MQA stakeholder with minimal supervision.
  - Headsets should be able to integrate seamlessly with mobile devices including smart televisions, smart phones, projectors, and laptops.
  - Headsets should have built-in sound to project or simulate a real-life experience.
  - Headsets must simulate 6 degrees of freedom (6DOF) within a 3-dimensional space.

- Moreover, the content should cover the following:

CAREER GUIDANCE	Purchase MRHVRC Headsets that are loaded with a list of **Careers in Mining.**
	These can be viewed directly from the headset or from a screen so others can see what the one user is seeing. This must be adapted to a laptop or cell phone, or tablet. Using the controls, one can then select the career they want to view from the list available e.g. professional careers and artisan careers.
	Example of a possible <u>Career Guidance Playlist</u>: • Going deep down into a mine – A Tour • A day in the life of an Engineer – An actual observation of what they do

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	o Electrical engineer
	o Mining Engineer
	o Chemical Engineer
	o Construction Engineer
	• Metallurgist
	• Geologist
	• Safety in mining
	
	• A day in the life of an artisan
	• Visiting a technical workshop
	  o Diesel mechanic
	  o Millwright
	  o Boilermaker
	  o Welder
	  o Electrician, etc
	• Safety in mining
	THIS IS FOR VIEWING AND SELECTING THE CAREER OR ITEM FROM THE MENU

Try-A-Skill	We purchase MRHVRC that are loaded with a few **Try-a-Skill** professions and artisan careers. **Example of a possible Try-A-Skill Playlist:** • Going deep down into a mine – A Tour • A day in the life of a mining engineer as an example and one can <u>explore and do</u> using the controls • A day in the life of a Diesel mech as an example and one can <u>explore and do</u> using the controls Also, a screen so others can see what the user is seeing. **THIS WILL BE SUITED TO AN EVENT LIKE WORLD SKILLS, FOCUSING MORE ON ADULTS THAT CANNOT BREAK THINGS AND CAN TRY AND WELD, FIX SOMETHING, MEASURE SOMETHING, GET IN AND OUT OF A VEHICLE, PRESENT DRAWINGS, ETC.**

3.3 Configuration and Testing
- Pre-configure all headsets with required content and system settings to ensure plug-and-play capability.
- Conduct a proof-of-concept demonstration to MQA prior to full delivery rollout.
- Test the devices for quality, functionality, and compatibility with provided list of devices.

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3.4 Maintenance and Technical Support

- Provide technical support and maintenance services for the duration of the three (3) year contract.
- Perform updates to software and content as required.
- Ensure timely repair or replacement of malfunctioning units.
- Provide a helpdesk or contact point for ongoing support.

3.5 Train MQA Personnel

- Provide a minimum of three training sessions to MQA Human Resources enabling them to be able to independently operate the MRHRC.

3.6 Event Support (As and When required)

- Be available to provide technical and/or logistical support during selected career guidance events, such as:
    - Try-A-Skill expos.
    - Career exhibitions and school outreach programmes.
    - Special projects targeting youth and learners.
- Provide guidance on safe and effective public use of the devices in an event context.

3.6 Reporting Handover and Documentation

- Provide a final project handover report including:
    - Full equipment inventory with serial numbers.
    - Security compliance and should have transponders so we would be able to track them in a case of theft or if they get misplaced.
    - Configuration and software documentation.
    - Training attendance registers of MQA personnel training on how to use this equipment.
    - Warranty certificates and service level agreement (SLA).
- Deliver a risk and mitigation plan for storage, transport, and usage in diverse environments.
- Submit project completion report with a full inventory of delivered equipment and content.
- Provide support logs and performance reports quarterly (or as agreed).
- Include content usage analytics if available (e.g., number of views, user feedback).

4. DELIVERABLES

The appointed service provider will be expected to deliver the following:

4.1. Supply and Delivery of Virtual Reality Headsets

- Supply and deliver a minimum of six (6) MRHVRC that meet the following minimum specifications:
    - High-resolution display (minimum 4K combined resolution).
    - Wireless or standalone capability (no dependency on external PC or mobile device).
    - Built-in storage (minimum 128GB).
    - Comfortable, adjustable and suitable for youth and adults.
    - Durable for frequent public use and transport to events.
    - Compatible with custom and commercial digital content platforms.

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- Headsets must be delivered to the MQA offices.

4.2. Development and Deployment of Digital Career Guidance Content

- Develop or supply immersive, interactive digital content aligned with careers in the Mining and Minerals Sector, including:
    - Simulations or virtual environments showing mining-related occupations.
    - Career exploration modules explaining different artisan, technical, and professional roles.
    - Multimedia integration: video, narration, quizzes, and animations.
    - Content must be offline-capable for events with limited connectivity.
    - Custom branding with MQA logo and messaging.

- All digital content must be presented in English and accommodate youth-friendly navigation and readability.

4.3. System Configuration and Deployment

- Configure MRHVRC with preloaded MQA digital content.
- Ensure plug-and-play setup for field use (pre-configured with no complex setup required by MQA staff).
- Conduct a test run/demonstration at MQA offices prior to handover.

4.4. Training and User Support Materials

- Conduct training workshops for designated MQA staff and event facilitators on how to:
    - Operate the MRHVRC .
    - Navigate and manage the content.
    - Troubleshoot basic errors or malfunctions.
- Provide comprehensive user manuals and video guides for reference.

4.5. Support, Maintenance and Updates

- Provide technical support and maintenance for the duration of the contract (3 years), including:
    - Repair or replacement of faulty hardware.
    - Software compatible with popular media types/content updates or upgrades.
    - Remote or onsite troubleshooting support.
- Provide an SLA detailing response and resolution times.

4.6. Storage and Transport Solution (Optional but Preferred)

- Provide secure, portable storage cases or packaging suitable for transporting the MRHVRC to various event locations.
- Include recommendations for safe storage and handling during travel and use.

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5. APPROPRIATE QUALIFICATIONS, EXPERIENCE, SKILLS AND KNOWLEDGE

The service provider must have the following qualifications, experience, skills, and knowledge:

5.1 Technical Qualifications & Expertise

- Relevant academic qualifications in Information Technology, Multimedia Design, Software Development, Computer Science, or equivalent.
- Technical certifications in MRHVRC development platforms (e.g., Unity, Unreal Engine) will be an added advantage.
- Proven capability in hardware integration, setup, and support of MRHVRC systems and accessories.

5.2 Relevant Experience

- Minimum of three (3) years' experience in the development and deployment of virtual reality and/or immersive technology solutions.
- Demonstrable experience in implementing interactive digital platforms or content specifically for career guidance, education, training, or public engagement.
- Track record of delivering projects for SETAs, public sector entities, educational institutions, or career development organisations.
- Experience in managing technical support, maintenance, and user training for digital systems and hardware.

5.3 Instructional Design and User Experience

- Knowledge of instructional design principles applicable to career guidance and learning through MRHVRC.
- Capability to create or integrate industry-relevant, interactive, and age-appropriate digital content related to mining careers.
    - The MQA shall own all right, title, and interest in and to the final deliverables, including all software code developed for the project

- Understanding of youth engagement strategies and how digital tools can enhance participation.

5.4 Project Management and Compliance

- Demonstrated capacity to manage complex projects, with strong planning, execution, and reporting capabilities.
- Familiarity with PFMA, SCM regulations, and public sector procurement compliance.
- Ability to provide a risk management plan, technical documentation, and user support.

5.5 Support and Training

- Ability to provide ongoing technical support, maintenance, software updates, and troubleshooting for a minimum of 3 years.
- Capacity to train MQA staff on the effective use of the MRHVRC and digital career guidance tools.

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- Development of user manuals and support materials tailored for non-technical users.

6. Duration of the contract

6.1 The successful bidder will be appointed to render the requisite service for a maximum period of thirty-six (36) months.

6.2 Work will start upon signing the service provider contract.

7. INTEGRITY AND CONFLICT OF INTEREST

7.1 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.

7.2 The successful service provider is required to conduct the assignment and compile the required reports and or information 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.

8. PROJECT MANAGEMENT

The service provider appointed shall be given instructions by or shall report to the Senior Manager LP and/or Business Analyst.

9. PROJECT PROPOSAL

The successful bidder will be required to submit the following:

a. A short profile describing in detail the proposed solution (with all the associated software licenses) and the draft network diagram

b. All the documents required as per the evaluation criteria.

c. Details of the cost/fee breakdown for the services to be rendered.

10. PROJECT PLAN

Based on the information provided in this document, the successful bidder is to submit a project execution plan with deliverables and timelines that 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.

11. PROJECT PRICING

11.1 The amount quoted must be denominated in South African Rand, and should include VAT.

11.2 The quoted price should be as per the scope of work.

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11.3 The MQA may subject the award of the proposal to price negotiation with the preferred service provider. This will, however, be exercised subject to the following principles.

11.3.1 Negotiation may not allow any preferred service provider a second or unfair opportunity.

11.3.2 Is not detrimental to any other prominent service provider; and

11.3.3 Does not lead to a higher price than the proposal as submitted.

12. EVALUATION CRITERIA

Proposals for the appointment of the service providers will be evaluated in three (3) phases. The first phase will be compliance, the second phase will be functionality, and the third phase will be pricing and specific goals in accordance with the Supply Chain Management Procurement policies (Preferential Point System). A bidder will only go to the next phase of evaluation if they have met the requirements of the previous phase of evaluation.

12.1 PHASE ONE (1): COMPLIANCE
RETURNABLE DOCUMENTS TO BE SUBMITTED

12.1.1 Proof of registration on Central Supplier Database System (CSD)

12.1.2 Valid Tax Clearance Certificate (Refer to SBD 2: Tax Clearance Certificate Requirements) or Tax PIN;

12.1.3 B-BBEE Certificate of Measured Entity (if no certificate is received, a score of zero will be allocated for evaluation purposes);

12.1.4 SBD 1: Invitation to Bid fully completed and appropriately signed;

12.1.5 SBD 3.3: Pricing Schedule fully completed and appropriately signed;

12.1.6 SBD 4: Declaration of Interests Form fully completed and appropriately signed;

12.1.7 SBD 6.1: Preference Points Claim Form, 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. The request of such outstanding information will not be information that affects the substance of the bid or give a bidder unfair advantage to the other bidders.

12.2 PHASE TWO (2) FUNCTIONALITY
The proposal 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.

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

5 = Excellent, exceptional mastery of the requirement

KPA	ELEMENT	WEIGHT	Scoring Matrix
Experience of the company	Provide a minimum of 3 compliant reference letters of work of similar nature. For the reference letter to comply, it must have the following: ➢ be on the client's letterhead, dated, signed by relevant officials, project duration, with contactable details (email/phone numbers), and work done within the past five (5) years prior to the closing date of the request for proposal. ➢ Explaining or narrating the work done within the same scope. ➢ Confirming that the work was executed successfully within timeframes. **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, the reference will not be considered during evaluation.**	20	0=No compliant reference letters submitted 1=1 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
Capacity and expertise of the Senior Technician in configuring or setting up MRHVRC	Provide a CV of a Senior Technician with 3 – 5 years' experience in in configuring or setting up MRHVRC	15	0= No submission 1 = A CV provided of an individual with **23** months or less experience 2 = A CV provided of an individual with 24 - 35 months' experience in services 3= A CV provided of an individual with 36 – 47 months' experience in

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			4 = A CV provided of an individual with 48 - 59 months' experience in 5 = A CV provided of an individual with 60 or more months' experience in
Qualification	Provide Technical Certifications in MRHVRC development platforms	10	0=No submission. 5=Provided a valid Technical Certificate

Experience and Qualifications of a Project Manager	Provide a CV and certified copies of qualifications.
	
	• Undergraduate degree (NQF level 7) is compulsory
	• MQA also requires that a Project Manager MUST have at least one of the following qualifications:
	  ○ Certified ScrumMaster (CSM)
	  ○ Prince 2 Foundation)
	  ○ PMBOK
	  ○ Any other project management certificate
	• A suitable Project Manager must have a minimum 3 years of experience.
		15	0= No compliant CV submitted
			OR
			No valid qualifications provided.
			OR
			CV with less than 12 months experience
			
			1 = A compliant CV provided of qualified personnel with 12 – 24 months relevant experience **AND** any 1 of the listed qualifications.
			
			2 = A compliant CV provided of qualified personnel with 25 – 36 months relevant experience **AND** any 1 of the listed qualifications.
			
			3 = A compliant CV provided of qualified personnel with 37 – 48 months relevant experience **AND** any 1 of the listed qualifications.
			
			4 = A compliant CV provided of qualified personnel with 49 – 60 months relevant experience **AND** any 1 of the listed qualifications.

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			5 = A compliant CV provided of qualified personnel with above 60 months relevant experience **AND** any 1 of the listed qualifications.
Proposed Project Plan	Provide a proposed project plan Including tasks, timeframes, resource allocation, milestones and a risk register indicating how this project will be implemented within 30 days. **Note: The tasks in the project plan must be aligned but not limited to the scope of work and deliverables in sections 3 and 4 of the ToR.** **The timeframe for the full take over must not exceed three (03) weeks after the project kick-off meeting or signing of contract.**	10	0=No submission. 1=Plan submitted is not aligned with sections 3 and 4 of the terms of reference and does not have tasks, timeframes, and resource allocation. 2= Plan submitted is aligned with sections 3 and 4 of the terms of reference **AND** has tasks, **OR** timeframes, **OR** resource allocation. 3= Plan submitted is aligned with sections 3 and 4 of the terms of reference **AND** has tasks, timeframes, **AND** resource allocation. 4= Plan submitted is aligned with sections 3 and 4 of the terms of reference **AND** has tasks, timeframes, resource allocation, **AND** milestones **OR** risk register of risks associated with this project. 5= Plan submitted is aligned with sections 3 and 4 of the terms of reference **AND** has tasks, timeframes, resource allocation, **AND** milestones **AND** risk register of risks associated with this project.
Total		**70**	

Note: Bidders must obtain 50 out of 70 points on functionality to be evaluated further for a site inspection.

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Demonstration	Items to be demonstrated 1. Are devices Portable? 2. Work without network coverage? 3. Capability to perform training 4. Integration to mobile devices like laptops and cell phones 5. Uninterrupted Power Supply (UPS); power supply automatically take over during power outages;	30	0= No site visit conducted 1 = Demonstrated only one Item 2 = Demonstrated two Items 3 = Demonstrated three Items 4 = Demonstrated four Items 5 = Demonstrated all five Items
Total		**30**	

Note: All service providers who will score less than 65 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): PRICING 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	

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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 woman	2	B-BBEE Certificate/Sworn Affidavit
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 the Independent Regulatory Board of Auditors (IRBA), together with their bids, to substantiate their B-BBEE claims. Exempted Micro Enterprise must submit a letter from the Accounting Officer who is appointed in terms of the Close Corporation Act.

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 MQA is an equal opportunity and affirmative action employer. It shows the same commitment to those who wish to provide services to the 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 consortiums or the inclusion of proposals on how this project can be used to further the aims of transformation.

13. TERMS AND CONDITIONS OF THE BID

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 MQA reserves the right to terminate the contract if there is clear evidence of non-performance and or poor quality of work.

13.3 MQA may at its sole discretion, award an assignment or any part thereof to more

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than one bidder (s).

13.4 Payment will only be made for acceptable work completed and timeously delivered.

13.5 The MQA may undertake due diligence to qualifying service provider to ascertain functionality.

13.6 Mining Qualifications Authority reserves the right not to award the bid to service providers.

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

14. TECHNICAL ENQUIRIES

Name and Surname: Phumlani Mkhize
Email address: PhumlaniM@mqa.org.za
Contact details:

Name and Surname: Tsholo Dilape
Email address: TsholoD@mqa.org.za
Contact details:

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