



TERMS OF REFERENCE FOR THE APPOINTMENT OF A SUITABLE SERVICE PROVIDER TO PROVIDE PSYCHOSOCIAL AND EMOTIONAL SUPPORT SERVICES FOR MQA BURSARS

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 Bursary Programme has been instrumental in providing financial support to learners pursuing higher education. Through the Bursary Programme, the MQA annually provide access to academic or vocational studies to deserving, competent and financially needy individuals to study at Higher Education Institutions as well as TVET Colleges. The MQA strives through the Bursary Programme to contribute towards the development of communities, particularly in Mining and Mineral related sectors.

Thus, the MQA now wishes to extend the Bursary Programme to also include a comprehensive bursar support component with a view to provide additional support measures to enhance the academic performance and overall well-being bursars currently supported by the MQA by providing additional support mechanisms, so as to address various challenges faced by bursars. The provision of a psychosocial and emotional support services is, therefore, an integral part of the envisioned compressive bursary support programme.

2. PURPOSE OF THE REQUEST FOR PROPOSALS

The purpose of the ToR is to appoint a service provider with a proven history of expertise in providing psychosocial and emotional support services to students at TVET and tertiary institutions.



3. SCOPE AND DEFINITION OF WORK

3.1 The appointed service provider which provide to MQA bursars a structured psychosocial and emotional support services to by:

3.1.1. Counselling Services

3.1.1.1 Offer access to professional counsellors for mental health support.

3.1.1.2 Provide workshops on stress management, coping skills, and emotional resilience.

3.1.2. Peer Support Groups

3.1.2.1 Create peer support groups to foster a sense of community and belonging.

3.1.2.2 Organize regular meetings to discuss common challenges and share solutions.

4. DELIVERABLES

4.1 Programme design and implementation

4.1.1 Design and customisation of a psychosocial and emotional support services programme to meet the specific needs of the MQA bursars.

4.1.2 Develop detailed implementation plans for the psychosocial and emotional support services programme in order to ensure that is accessible to all MQA funded bursars.

4.1.3 Implement the psychosocial and emotional support services programme with all MQA funded bursars across all institutions in South Africa where MQA bursars are studying.

4.2 Programme monitoring

4.2.1 Monitoring the use of the psychosocial and emotional support services programme and provide an analysis to MQA.

4.2.2 Collecting feedback from bursars and stakeholders to identify areas for improvement.

4.2.3 Making adjustments to the psychosocial and emotional support services programme based on monitoring data and feedback.

4.2.4 Regularly review and update the psychosocial and emotional support services programme to ensure its relevance and effectiveness.

4.3 Programme Reporting

4.3.1 Submitting of regular progress reports to the MQA

4.3.2 Reporting and communicate effectively with all stakeholders, including bursars, educational institutions, and the MQA.

5. DURATION OF THE CONTRACT

5.1 The duration of the project is one year (1) and the successful service provider will be expected to commence with the work upon the signing of the memorandum of agreement with the MQA.

6.1 INTERGRITY AND CONFLICT OF INTEREST

- 6.1 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.
- 6.2 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.

7. PROJECT MANAGEMENT

The appointed service provider will operate under the leadership and supervision of the MQA's Senior Learning Programmes Manager: Strategic Projects. The appointed services provider will thus work closely with, and be accountable to, the Senior Manager and Team for matters related to the implementation of the financial literacy programme contributing to the overall effectiveness and success of the programme.

7.1 PROJECT PROPOSAL

- 7.1.1 The successful bidder will be required to submit the following:
 - 7.1.1.1 A short profile of the service provider
 - 7.1.1.2 Executive summary: Provide a summary of how the scope of work will be executed. The submission should be provided as an annexure, following the guidelines of functionality scoring.
 - 7.1.1.3 All the documents required as per the evaluation criteria.
 - 7.1.1.4 Details of the cost/fee breakdown for the services to be rendered.

7.2 PROJECT PLAN

It is expected of the appointed services provider to submit detailed project plan with timelines, which the prospective service provider deems suitable for the delivery of the proposed project. In compiling the project plan, the services provider shall be guided by defined phases of the MQA's implementation plan for the project as laid out hereunder. The MQA will consider and approve of the project plan before commencement of the project.

8. PROJECT PRICING

- 8.1 The amount quoted must be denominated in South African Rand, and should include VAT.
- 8.2 The quoted price should be for Investigation services as per the scope work.
- 8.3 The pricing at this stage is merely for demonstrative purposes and shall not be a binding price on the MQA or the bidder.

- 8.4 The MQA may subject the award of the project to price negotiation with the preferred bidder. This will however be exercised subject to the following principles:
- 8.4.1 Negotiation may not allow any preferred bidder a second or unfair opportunity.
 - 8.4.2 Is not detriment of any other bidder; and
 - 8.4.3 Does not lead to higher price than the bid as submitted.

9. 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.

9.1 PHASE ONE (1): COMPLIANCE

RETURNABLE DOCUMENTS TO BE SUBMITTED

- 9.1 Proof of registration on Central Supplier Database System (CSD)
- 9.2 Valid Tax Clearance Certificate (Refer to SBD 2: Tax Clearance Certificate Requirements) or Tax PIN;
- 9.3 B-BBEE Certificate of Measured Entity (if no certificate is received, a score of zero will be allocated for evaluation purposes);
- 9.4 SBD 4: Declaration of Interests Form fully completed and appropriately signed;
- 9.5 SBD 6.1: Preference Points Claim Form, fully completed and appropriately signed;

NB: Prominent Service providers 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, Prominent Service providers will be contacted to address outstanding information within a reasonable timeline as determined by the MQA. The request for such outstanding information will not be information that affects the substance of the proposal or that gives a Prominent Service provider unfair advantage to the other bidders.

9.2 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.

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

5 = Excellent, exceptional mastery of the requirement

KPA	ELEMENT	WEIGHT	Scoring Matrix
KPA	FUNCTIONAL	100	
Organisational experience in providing psychosocial and emotional support services	Provide a minimum of 3 reference letters. For the reference letter to comply it must have the following: <ul style="list-style-type: none"> ➤ be on the client's letter head, signed by relevant officials, dated, with contactable details (email/phone numbers), work done within five (5) years prior to closing date of request for proposal. ➤ Explaining or narrating the implementation of a nationwide psychosocial and emotional support services within the same scope. ➤ Confirming that the work was executed successfully within timeframes. 	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 capability the organisational experience in providing a nationwide psychosocial and emotional support services for bursars.	Provide confirmation that the organisation has capacity and capability to provide a nationwide psychosocial and emotional support services in respect of the following:	20	0= No capacity and capability. None of the 4 listed elements are covered. 1 = Limited capacity and capability – At least 1 of the 4 listed elements is sufficiently covered. 2 = Moderate capacity and capability – At least 3 of the 4 listed elements is sufficiently covered.

	<ol style="list-style-type: none"> 1. National Reach and Operational Footprint: Ability to deliver services nationally across provinces where MQA bursars are placed. 2. Sufficient Human Resources: Clear organisational structure showing national coordination, provincial coverage, and defined roles. Managers, Regional Coordinators as well as registered psychologists, counsellors, and social workers. 3. Technology infrastructure for interactive e-learning platforms, tutoring tools, webinars, and conferencing and also for virtual or tele-counselling. 4. Monitoring, Evaluating and Reporting - Structured M&E framework. 		<p>3 = Full capacity and capability – All the 4 listed elements are covered.</p> <p>4 = Very good capacity and capability – provided the 4 listed elements are covered and demonstrate capacity to innovate and continuous improvement.</p> <p>5 = Exceptional capacity and capability – All requirements for the 4 listed elements are covered and provided evidence of impact from past projects.</p>
Methodology	Bidders are required to submit a methodology demonstrating their ability to provide a nationwide psychosocial and emotional support services, which includes:	40	<p>0= No structured methodology submitted.</p> <p>1 = The methodology is present but lacks structure and detail and does not outline the management of the implementation of the nationwide psychosocial and emotional support services in line with the any of the 5 listed elements.</p>

	<ol style="list-style-type: none"> 1. Needs Assessment and Data Analysis 2. Programme Design and Intervention Framework, 3. Programme Delivery Approach 4. Monitoring, Evaluation and Impact Measurement, and 5. Assessment and Feedback Mechanisms. 		<p>2= The methodology outlines the management of the implementation of the nationwide psychosocial and emotional support services and include at least 3 of the listed elements.</p> <p>3 = The methodology is detailed, covering all the essential aspects of the management of the implementation of the nationwide psychosocial and emotional support services in line with all 5 of the elements listed.</p> <p>4 = The methodology is detailed, covering all essential aspects of the management of the implementation of the nationwide psychosocial and emotional support services in line with the 5 listed elements. In addition, other relevant information not covered by the listed elements were provided.</p>
Project Management Plan	<p>Bidders are required to submit a detailed Project Management Plan -which should include the following:</p> <ol style="list-style-type: none"> 1. Executive Summary 2. Project Objectives 3. Project Scope 4. Project Methodology and Approach 5. Project Team Structure 6. Project Schedule (Timeline) 7. Resource Allocation Plan 8. Risk Management Plan 9. Communication Plan 	20	<p>0 = No project plan submitted.</p> <p>1 = The projects plan is not in line with the scope of work</p> <p>2 = The project plan is present but lacks structure and detail and does not cover any of the 9 listed element.</p> <p>3= The project plan outlines the management of the project and include all at least 7 of the 9 listed elements.</p> <p>4 = The project plan is structured detailed, covering all essential aspects of all 9 listed elements.</p> <p>5 = The project plan is structured detailed, covering all essential aspects of all 9 listed elements and includes a risk register including identification and mitigation of risk.</p>

Total	100	
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The minimum threshold is 70 points.

All service providers who will score less than 70 out of 100 points for functionality will not be considered further and will be regarded as having submitted a non-responsive proposal.

9.3 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	15	
Maximum Points		
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	

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.

10. TERMS AND CONDITIONS OF THE BID

- 10.1 Awarding of this contract will be subject to the service provider's acceptance of the Supply Chain Management's general conditions of contract.
- 10.2 The MQA reserves the right to terminate the contract if there is clear evidence of non-performance and or poor quality of work.
- 10.3 MQA may at its sole discretion, award an assignment or any part thereof to more than one bidder (s).
- 10.4 Payment will only be made for acceptable work completed and timeously delivered.
- 10.5 The MQA may undertake due diligence to qualifying service provider to ascertain functionality.
- 10.6 Mining Qualifications Authority reserves the right not to award the bid to service providers.



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

11. TECHNICAL ENQUIRIES

Name and Surname: Lesley Henderson
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12. SCM ENQUIRIES AND SUBMISSION DETAILS

Name and Surname: Muofhe Khameli
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