



**REQUEST FOR QUOTATIONS (RFQ): TERMS OF REFERENCE FOR THE APPOINTMENT OF A SUITABLE RESEARCH SERVICE PROVIDER TO CONDUCT THE NATIONAL SKILLS FUND CLIENT SATISFACTION SURVEY FOR A PERIOD OF TWELVE (12) MONTHS FROM JUNE 2023 TO MAY 2024**

**1. INTRODUCTION**

- 1.1. The National Skills Fund (NSF) is a Schedule 3A public entity in the Department of Higher Education and Training (DHET) that provides funding for skills development initiatives.
- 1.2. The NSF is funded through the skills development levy, and its focus is on providing funding for bursaries and scholarships in scarce and priority skills, learnership and skills programmes, and workplace-based learning as well as supporting capacity-building, skills infrastructure, research and innovation towards realising an improved post-school, education and training (PSET) system.
- 1.3. The NSF Head Office is in Pretoria and it has four regional offices that monitor funded skills development, namely: Eastern Cape and KwaZulu-Natal, Gauteng, Free State and North West, Mpumalanga and Limpopo, and Northern Cape and Western Cape.
- 1.4. The NSF reports to the Minister of Higher Education, Science and Innovation, the Executive Authority, through the DHET. The Director-General of Higher Education and Training is the Accounting Authority, responsible for the control of the NSF and is, ultimately, accountable to the Minister Higher Education, Science and Innovation, and Parliament for the NSF's performance, strategic direction and money spent by the fund.
- 1.5. Notwithstanding the significant role of notable external and internal stakeholders, **NSF clients, comprising skills development providers (SDPs) and strategic partners**, are the conduit through which the organisation achieves its outputs and outcomes. NSF clients implementing funded skills development interventions are therefore regarded as material stakeholders in terms of their inherent nature, impact (influence) value and use value.
- 1.6. NSF has internal and external clients. NSF's internal clients comprise the DHET branches and units managing the implementation of NSF-funded initiatives in areas such as skill research, international scholarships, technical and vocational training and



education (TVET) college infrastructure etc. NSF's external clients are mainly implementing education and training (learner) programmes and include bursaries disbursement agencies i.e. National Student Financial Aid Scheme (NSFAS) and National Research Foundation (NRF), public TVET colleges, private companies, non-profit and community-based organisation, government/provincial departments, CCBA and worker education initiatives.

1.7. NSF clients are therefore the conduit through which the entity reaches its intended beneficiaries, learners and the PSET system:

1.7.1. Learners funded by the NSF for skills development – *for the attainment of employment or self-employment*

1.7.2. The PSET system through which the skills of learners are developed – *for an expanded, more effective and integrated PSET system.*

## 2. PURPOSE OF THE RFQ

2.1. The purpose of this request for quotation (RFQ) is to invite research service providers to submit proposals to conduct the NSF client satisfaction survey of appointed/contracted clients in 2022/23.

2.2. While the NSF client satisfaction survey project is targeted for commencement in June 2023 and close-out by May 2024, it is fundamentally intended to provide the client satisfaction rating relative to appointed/contracted clients in 2022/23, and towards contributing to improving the effectiveness and efficiency of the organisational service delivery and performance environment.

2.3. The research service provider must identify and analyse the reasons and factors that influence(s) the NSF's client satisfaction level and assist to identify the recommendations to improve the service of the NSF to internal and external clients, including a framework for an automated/electronic complaints and compliments monitoring system.



### **3. SURVEY OBJECTIVES**

#### **3.1. Main Goal and Objectives of the Survey**

3.1.1. The main goal of the NSF client satisfaction survey is to identify the critical satisfaction dimensions, the assessment thereof, and determine, based on NSF strategic priorities, the client groups with distinctive preferences and expectations.

3.1.2. The objectives that must be achieved are as follows:

- Identify the level of client satisfaction with NSF's skills development funding services and establish the baseline to improve client satisfaction.
- Highlight the most common causes of client complaints/dissatisfaction about NSF's skills development funding services.
- Identify NSF project management and support officials who have been complimented for exceptional delivery of services.
- Identify insights for marketing/communication and change management campaigns of the NSF.
- Develop a framework for the development of an automated/electronic complaints and compliments monitoring for the NSF for a continuous client satisfaction improvement in relation to the services rendered.

### **4. METHODOLOGY AND SCOPE OF WORK**

4.1. The selected research/survey agency must undertake the following activities:

4.1.1. Develop a composite measure of client satisfaction and tool(s) to determine the overall rating of the level of client satisfaction of appointed/contracted clients in 2022/23. This must include a pilot survey and report before the full rollout of the survey to the 2022/23 sample.

4.1.2. Administer a survey (structured questionnaire) to collect individual responses from funded skills development providers (SDPs) (clients) through appropriate channels i.e. online survey portal, telephonically, and face-to-face and/or online interviews.



4.1.3. Manage the NSF client satisfaction survey end-to-end throughout the identified four stages of the project, namely:

**Research stage 1:** Desk study and preliminary analysis

**Research stage 2:** Questionnaire design and data collection including pilot survey

**Research stage 3:** Data analysis

**Research stage 4:** Results and recommendations

**Research stage 1. Desk study and preliminary analysis:** client satisfaction research objectives will be refined specified at this stage including preliminary market, client behavioural analysis and pilot survey in order to assess satisfaction dimensions.

**Research stage 2. Questionnaire design and data collection:** using results from the previous step, this stage refers to the development of the questionnaire, the determination of survey parameters (sample size, collection data form, etc.) and the data collection.

**Research stage 3. Data analysis:** Analysis is performed into the total set of customers, as well as into distinctive customer segments. Results involve basic descriptive statistical models, as well as the multicriteria preference disaggregation.

**Research stage 4. Results and recommendations:** using the results from the analysis stage, final recommendation for NSF's improvement strategy is formulated; a reliability testing process for the results is also included in this stage. This includes frameworks for the development of an automated/electronic complaints and compliments monitoring for the NSF and framework for a continuous client satisfaction improvement in relation to the services rendered.

#### 4.2. Variables in the survey

4.2.1. The NSF client population, at 302 SDPs and strategic partners in November 2022, must inform the sampling procedure to be recommended by the provider to determine a representative sample. To ensure representative sampling



considering the size of the population is 302 clients, the minimum sample of 169 clients shall apply with the error margin of 5% and confidence level of 95%.

#### 4.2.2. NSF Client Population and Sampling Considerations

**Table 1: NSF Clients**

NSF CLIENT POPULATION AS AT NOVEMBER 2022		No.
<b>INTERNAL CLIENTS</b>	DHET Planning, Policy & Strategy	7
	DHET International Scholarships	
	DHET Special Projects Unit	
	DHET Infrastructure Unit	
	INDLELA (NAMB, WSZA etc.)	
	NSA	
	HRDC	
<b>EXTERNAL CLIENTS</b>	NRF	1
	NSFAS	1
	National/provincial government departments/public entities (DALRRD, DSBD/Seda, DTI, EPWP, Transnet, Denel, DCS, MP DARDLEA, EC OTP, UCT)	9
	PSET public stakeholders i.e. NIHSS, SAIMI, QCTO, Higher Health	4
	Private companies, NGOs/NPOs, community-based organisations, professional bodies, etc.	184*
	Public universities (UWC, UCT/LMIP, NMU/SAIMI, CPUT/SARETEC, SUN)	5
	Public TVET colleges	50**
	CCBA & worker education initiatives	35***
	CET colleges	6
<b>APPROXIMATE TOTAL CLIENTS AS AT OF NOVEMBER 2022</b>		<b>302</b>

\*Includes 68 artisan development clients (at contracting stages) in November

\*\*49 of 50 public TVET colleges were at contracting stages for Phase III funding in November. All 50 public TVET colleges were contracted by NSF for Phases II and I funding.

\*\*\*Includes 16 potentially new worker education initiatives, pending approval of the accounting authority following the RFP advertised in January 2022. The rest of the workers education



projects were funded from the previous year(s), some of which were in the close-out stages in 2022/23.

4.2.3. Further, the development of a composite client satisfaction measure and tool(s) must consider the general and public service-specific criterion and the NSF client satisfaction technical descriptions (TIDs) attached as **Appendix A**.

## 5. DELIVERABLES

5.1. The NSF client satisfaction survey is a biennial project with two initial phases, targeting clients in 2022/23 and 2024/25. The appointed service provider will roll-out the survey sampling clients contracted during the 2022/23 financial year, which constitutes the first phase of the biennial project. The client satisfaction survey rollout must commence by June 2023 and final reports be completed by May 2024 and the following milestones met:

- 5.1.1. An inception report detailing the methodology and tools to be used. Questionnaire development and survey parameters determined.
- 5.1.2. Pilot survey rollout, pilot report developed, and questionnaire refined.
- 5.1.3. Data collection through a representative sample.
- 5.1.4. Descriptive and multicriteria analysis into the total client universe and distinctive client segments.
- 5.1.5. Draft report on survey findings and recommendations on how to improve client satisfaction. The report must include a framework for the development of an automated/electronic complaints and compliments monitoring system.
- 5.1.6. Final report on findings and recommendations taking into account the NSF's comments on the draft report.
- 5.1.7. Final reports and data submitted:
  - An inception report including the methodology including the questionnaire in PowerPoint and Word/PDF (brief presentation and detailed report)
  - Draft highlights survey results and recommendations in PowerPoint
  - Draft detailed survey results and recommendation report in Word



- Professionally designed final detailed report (low-resolution PDF for email and print-ready file with crop and bleed) including quality assurance (editing and confirms to the DHET style guide)
- Provision of coded raw data /Respondent-level weighted data for specific need analysis (Excel)
- Demographic information of sample (annexed to the final detailed report and provided in Excel).

## **6. APPROPRIATE QUALIFICATIONS, EXPERIENCE, SKILLS AND KNOWLEDGE**

- 6.1. The company has at least five years of experience in conducting client satisfaction research and surveys, including the analysis and presentation.
- 6.2. The company has provided similar services to government departments or entities, private national/multinational corporations/NPOs, etc.
- 6.3. Post-school education and training (PSET) experience of the team leader will be an added advantage.
- 6.4. The company has own proprietary research tool or methodology that provides comprehensive insights on client satisfaction and/or perception.
- 6.5. Has assigned key personnel with the relevant qualifications in the field.

## **7. DURATION OF THE PROJECT**

- 7.1. The project is planned to commence by June 2023 and expected to be completed by May 2024.
- 7.2. The exact project scheduling will be agreed to between the NSF and the appointed research team.



- 7.3. Proposals and responses received are accepted on the basis that service providers are able to comply and agree with these specified. If this is not the case, bidders **MUST** clearly state the contrary.

## 8. TIMELINE OF THE RFQ PROCESS

- 8.1. The relevant project timeframes in terms of this RFQ are indicated as follows:

**Table 2: Timeline of the RFQ Process**

Activity	Date
<b>Advertisement of the RFQ</b>	<b>Friday, 24 March 2023</b>
Non-compulsory virtual briefing session	<b>Monday, 3 April at 10h00</b>
<b>Questions related to the bids received from bidder(s)</b>	<b>Wednesday, 5 April 2023</b>
<b>The RFQ closing date</b>	<b>Monday, 17 April 2023 at 11h00</b>

## 9. NON-COMPULSORY BRIEFING SESSION

- 9.1. A compulsory briefing session for all prospective bidders will be held virtually via Ms Teams. The details of the non-compulsory briefing session are as follows:

Date: **Monday, 3 April 2023**

Time: **10h00**

Venue: **Ms Team link will be shared with interested bidders**

- 9.2. No reimbursement of expenses incurred by prospective bidders to attend the session will be possible.
- 9.3. Failure to attend the compulsory briefing session will result in disqualification of a proposal.

## 10. SUBMISSION OF PROPOSAL

- 10.1. The following procedure must be followed for RFQ submissions.

10.1.1. The first part of the proposal must clearly state **TECHNICAL SUBMISSION**, wherein the bidder should address all aspects of the technical submission.



10.1.2. The second part of the proposal must clearly state **FINANCIAL SUBMISSION**, wherein the bidder should include the proposed fee for the project.

10.2. The following must be submitted:

10.2.1. Three (3) hard copies of the bid (one document must be the original and contain the signed mandatory SCM documents and two copies of the original)

10.2.2. One (1) flash disc/USB with the electronic files of the whole bid, the technical and financial submission with the scanned copies of the completed mandatory SCM documents.

10.3. The deadline to submit the quotes and relevant documentation is 17 April 2023 at 11:00.

10.4. The bid must be submitted to Ms Fundisiwe Gajana during office hours (08:00 to 16:00) from Monday to Friday. **Note: The NSF address is Ndinaye House at No. 178 Francis Baard Street and not No. 123.**

## 11. CONTENT OF THE TECHNICAL SUBMISSION

The technical submission should include the following:

11.1. Cover Page

11.2. Company and contact information of the bidder, including all parties/team members of the consortium where applicable

11.3. Mandatory SCM documents

11.4. Introduction and Executive Summary

11.5. **Exhibit 1:**



Please ensure that these documents that you require are linked to Section 6, APPROPRIATE QUALIFICATIONS, EXPERIENCE, SKILLS AND KNOWLEDGE as well as the EVALUATION CRITERIA in Section 14.

The proposal must include all of the following documents:

- A profile of the service provider detailing relevant experience/projects/services in this area. The company must demonstrate a thorough understanding of the NSF's mandate and the PSET legislative, regulatory and policy framework.
- Comprehensive CV of the team leader, the project lead to be assigned to the NSF client satisfaction survey, outlining in specific:
  - The team leader should have a master's or doctorate degree (NQF level 9/10) in statistics, population studies, economics, business administration/development finance or any other research-related field.
  - The team leader should have at least five years' experience working with service-related surveys.
  - The team leader must have demonstrable project management skills and experience in managing projects of this kind and magnitude.
- Comprehensive CVs of the proposed team (all the persons) that will do the work in all four stages of the project, clearly indicating relevant expertise and experience.
  - Team members should have a bachelor's degree (NQF level 7), at a minimum, in statistics, population studies, economics, business administration/development finance or any other research/consumer/market studies-related fields. A minimum of five (5) years relevant experience.
- CVs must include two contactable references and certified copies of qualification(s) of each team member must be included, not older than six months.

#### 11.6. **Exhibit 2:**

Proposal outlining the detailed approach and methodology to be applied in conducting the client satisfaction survey.

In specific this part must include:

- The steps to ensure that the concerns of research ethics and provisions of the Protection of Personal Information Act (POPI Act) have been addressed.



- It must contain a description of the envisaged methodology, processes and procedures that the service provider/consultancy will deploy to ensure that each deliverable (specified in Section 5) is achieved within the identified four stages of the project:  
**Research stage 1:** Desk study and preliminary analysis  
**Research stage 2:** Questionnaire design and data collection including pilot survey  
**Research stage 3:** Data analysis  
**Research stage 4:** Results and recommendations
- This must include the proposed sampling procedure to be followed to determine a representative sample of the population (302 clients as at November 2022). Note: the NSF database(s) of all clients will be provided to the appointed service provider.
- It must contain a draft composite measurement indicators/matrix for the NSF client satisfaction, taking into account the general and public service specific criterion, the NSF technical indicator description for the client satisfaction rating and any other best practices attached as **Appendix A**.
- It must contain a twelve (12)-month project plan with an activity sheet and milestone plan showing how the service provider/consultancy will complete and manage the project

#### 11.7. Exhibit 3:

References letters from previous or current clients must be included to validate the service(s) rendered/project executed by the bidding provider in line with the scope of these of terms of reference. The letters must be on an official letterhead, signed and not older than five years.

A portfolio of evidence to show client/customer satisfaction surveys administered by the service provider/consultancy. This must entail the final reports and/or presentations with results and recommendations.

## 12. CONTENT OF THE FINANCIAL SUBMISSION

12.1. The financial submission should include the proposed fee.

12.2. The total price or amount provided will be regarded as the cost of the project, including VAT and applicable taxes.



- 12.3. The price quoted must be a fixed price including all related costs including equipment, communication/data, desktop publishing and layout services and editing/proofreading and submission of final electronic documents to the NSF project manager.
- 12.4. The price must be fixed for the duration of the contract period. This must include travel and subsistence expenses and make provision for in-person consultations as follows:
- 12.4.1. One in-person briefing meeting with the service provider (post-appointment) in Pretoria
  - 12.4.2. Four in-person consultations during the four survey stages in Pretoria
  - 12.4.3. One in-person presentation session on the final report in Pretoria (workshop for all NSF staff) in Gauteng
  - 12.4.4. In-person interviews/surveys with key informants and/or clients in each province (relative to the sampling procedure to be recommended by the bidding providers)
- 12.5. Details of the cost/fee breakdown for all services to be rendered must be included.
- 12.6. NSF shall not incur any additional costs for overtime or weekend work that may be required due to unforeseen delays during the research.
- 12.7. The NSF reserves the right to negotiate rates and costs.

### 13. INFORMATION REQUIRED

- 13.1. Evaluation will only be done on the basis of the requested information. The comprehensiveness of proposals can, therefore, be decisive in the awarding thereof.

### 13.2. EVALUATION PROCESS

#### 13.2.1. Phase 1: Compliance evaluation

During this phase, bids will be evaluated on the completeness of bid documents, minimum additional documents presented, documents signed, documents authenticated through certification or verification, etc. Bids failing this stage will **not** advance to phase 2.



### **MINIMUM REQUIREMENTS:**

Prospective bidders must ensure that the following documents are attached, fully completed and signed:

- (i) Signed quotation on the company letterhead, it must indicate quote date and expiry date.
- (ii) SBD 1 Invitation of the BID
- (iii) SBD 4 form: Declaration of Interest
- (iv) SBD 6.1 Preference Points claim form in terms of the Preferential Procurement Regulations 2022
- (v) Popia form signed by the bidder
- (vi) The quotation will be valid for a period of 90 days from the date of this RFQ
- (vii) Technical submission outlined in paragraphs 6, 11 and 14.

#### **13.2.2. Phase 2: Technical/functional evaluation**

The criteria detailed below will be the basis for the technical/functional evaluation. This information will inform the NSF's final recommendation on the preferred proposal. A cut-off of **70** points is required to advance to the next phase of evaluation.

#### **13.3. Phase 3: Price evaluation (80 Points)**

Criteria	Points
<b>Price Evaluation</b> $Ps = 80 \left( 1 - \frac{Pt - P_{\min}}{P_{\min}} \right)$	<b>80</b>

The above following formula will be applied to calculate the points awarded in relation to pricing and this determination is informed as follows:

- Ps - Points scored for comparative pricing of the bid submitted for consideration
- Pt - Comparative pricing of the bid under consideration
- Pmin - Comparative pricing of the lowest acceptable bid

#### **13.4. Phase 4: Specific Goals (20 Points)**



13.4.1. **Specific goals points allocation:** A maximum of **20 points** may be allocated to a bidder based on the evaluation of the company's specific goals that are determined as follows:

Specific goals	Number of points (20)
Persons historically disadvantaged on the basis of race	5
Persons of historically disadvantaged on the basis of gender	3
Person historically disadvantaged on the basis of disabilities	5
Development of youth	2
Development of small, micro and medium-sized enterprises (SMMEs)	5

13.4.2. Specific goals are allocated to bidder on receipt of the following documentation or evidence: A duly completed Preference Point Claim Form: Standard Bidding Document (SBD 6.1); and the relevant specific goals.

13.4.3. Prospective bidders are required to submit the following documents in order to substantiate the specific goals claimed as per paragraph above:

- A CIPC certificate of the bidder and a CSD report to claim for persons historically disadvantaged on the basis of race.
- A CIPC certificate, ID copies of the directors of the company and a CSD report to claim for persons of historically disadvantaged on the basis of gender.
- A certificate of disability issued by the physician, South African Social Security Agency and the Department of Women, Youth and People with Disability to claim for persons historically disadvantaged on the basis of disabilities.
- ID documents to claim for the development of youth.
- A CIPC registration evidence, (audited) financial statement or audited financial statement or audit report for a company to claim points as an SMME.

13.4.4. Non-submission of documents listed on the paragraph 13.4.3 above for specific goals will result in a zero (0) score allocated for specific goals.

13.4.5. The points scored by a bidder in respect of specific goals will be added to the points scored for price:



AREAS OF EVALUATION	POINTS
• Price	80
• Specific goals	20
<b>Total</b>	<b>100</b>

#### 14. TECHNICAL/FUNCTIONALITY EVALUATION CRITERIA (Phase 2 of the evaluation process)

14.1. The following criteria will be considered in evaluating the technical/functional information:

**Table 4: Evaluation Criteria**

No.	CRITERIA	MAX. POINTS
1	<p><b>Knowledge, competencies and skill</b> <i>Source: Exhibits 1</i></p> <p><b>a. A company profile detailing the track record in the required services (up to 10 points)</b> 5 years or more relevant company experience (10 points) 3 to 4 years relevant company experience (7,5 points) 2 to 3 years relevant company experience (5 points) 1 to 2 years relevant company experience (2,5 points) No company profile submitted or submitted profile does not cover the required scope (0 points)</p> <p><b>b. Qualification(s) of team leader and team members (up to 10 points)</b></p> <p><b>Team leader minimum qualification</b> Minimum relevant qualification(s) of team lead: master's or doctorate degree (NQF level 9/10) in statistics, population studies, economics, business administration/development finance or any other consumer studies/market research-related field (5 points)</p> <p><b>Team members minimum qualifications</b> Minimum relevant qualification(s) of team members: bachelor's degree in statistics, population studies, economics, business</p>	30



No.	CRITERIA	MAX. POINTS
	<p>administration/development finance or any other consumer/market research-related field</p> <ul style="list-style-type: none"><li>• 100% of team members have relevant qualification(s) (5 points)</li><li>• 75% of team members have relevant qualification(s) (4 points)</li><li>• 50% of team members have relevant qualification(s) (3 points)</li><li>• 25% of team members have relevant qualification(s) (2 points)</li></ul> <p>c. <b>Experience of team lead and team members</b> (up to 10 points)</p> <p><b>Team leader experience</b> Experience in managing surveys and relevant service-related and/or client satisfaction projects within the PSET sector: More than 5 years relevant (5 points) 4 years relevant (4 points) 3 years relevant (3 points) 2 years relevant (2 points)</p> <p><b>Team members experience</b> Experience in working with surveys, service-related and/or client satisfaction</p> <ul style="list-style-type: none"><li>• 100% of team members have a minimum of 5 years relevant experience (5 points)</li><li>• 75% of team members have a minimum of 4 years relevant experience (4 points)</li><li>• 50% of team members have a minimum of 3 years relevant experience (3 points)</li><li>• 25% of team members have a minimum of 2 years relevant experience (2 points)</li><li>• Team has less than 2 years relevant experience (0 point)</li></ul> <p><b>NB:</b> comprehensive CVs must be submitted with certified proof of qualifications</p>	
2	<p><b>Methodology</b> <i>Exhibit 2</i></p> <p><b>The methodology and approach to be applied</b> a. Research ethics and POPI Act considerations (5 points)</p>	35



No.	CRITERIA	MAX. POINTS
	<p>b. Proposed methodology, processes and procedures to achieve deliverables within the identified four stages of the project. This must include the proposed sampling procedure and draft composite measurement indicators/matrix. (20 points)</p> <p>c. Own proprietary research tool(s) or methodology (5 points)</p> <p>d. Project plan with an activity sheet and milestone plan commencing the project by June 2023 and the project reports finalised by 31 May 2024. (5 points)</p>	
3	<p><b>Portfolio of evidence</b> <i>Exhibit 3</i></p> <p>Sample of client/customer satisfaction survey(s) developed by the service provider/consultancy:</p> <ul style="list-style-type: none"><li>• No sample submitted (<i>nil points</i>)</li><li>• 1 sample submitted (up to 5 points)</li><li>• 2 samples submitted (up to 10 points)</li><li>• 3 or more samples submitted (up to 15 points)</li></ul>	15
4	<p><b>References</b> <i>Exhibit 3</i></p> <p>Reference letters submitted to validate previous track record in the required services:</p> <ul style="list-style-type: none"><li>• Minimum 3 reference letters submitted (15 points)</li><li>• 2 reference letters submitted (10 points)</li><li>• 1 reference letter submitted (5 points)</li><li>• No reference letter submitted, or reference does not cover the scope of these terms of reference (<i>nil points</i>)</li></ul>	15
<b>TOTAL POINTS</b>		<b>100</b>

NB: Bidders are required to obtain a **minimum of 70 points** to be considered in the next phase of evaluation.

## 15. MONITORING AND REPORTING

15.1. The monitoring of the project will be conducted by NSF Directorate: Public Relations (PR) and Communication.



- 15.2. The NSF Client Satisfaction Project Management Task Team will be set up to assist to facilitate the smooth implementation of the project and ensure that the objectives of the project are met timeously. For each deliverable, as identified in DELIVERABLES, Section 5, the service provider will be required to submit progress reports to the NSF Client Satisfaction Project Management Task Team in line with approved timeframes in the project plan.
- 15.3. The NSF Client Satisfaction Project Management Task Team comprises the service provider's team, all senior managers within NSF's projects units (including bursaries), human resource management (HRM) and PR & Comms senior managers. The Deputy Director: Socio-Economic Analysis and Research will form part of the team as the NSF's principal expert on research.
- 15.4. Six meetings/consultations will be held in person with the NSF Client Satisfaction Project Management Task Team in the contract period and the rest of the sessions will be held on Ms Teams.

## **16. CONDITIONS OF QUOTATIONS**

- 16.1. Quotations will be subjected to Supply Chain Management conditions stipulated hereunder:
- 16.2. The Preferential Procurement Policy Framework Act no.05 of 2000 will apply to this RFQ:
- 16.2.1. The NSF reserves the right to award or not to award this contract;
  - 16.2.2. The NSF reserves the right not to accept the lowest cost proposal;
  - 16.2.3. The NSF will enter into a formal contract with the successful service provider;
  - 16.2.4. The NSF reserves the right to terminate the contract should the performance of the service provider be unsatisfactory;



- 16.2.5. The NSF has the right to visit the business premises of the service provider to verify the information provided in the tender documents but will inform the service provider in advance of such a verification visit;
- 16.2.6. It is the responsibility of prospective bidders to ensure that their bid documents are submitted physically to NSF offices located at 178 Francis Baard Street in Pretoria before the closing time and date of the RFQ, the date for the closure of the RFQ is 17 April 2023 at 11:00.
- 16.2.7. Proposals received after closing time and date are late and will NOT be considered;
- 16.2.8. Any change of information provided in the RFQ document that may affect delivery of services should be brought to the NSF's attention as soon as possible. Failure to comply may result in the contract being terminated;
- 16.2.9. All copyrights and intellectual property rights in respect of products developed by the service provider during the project will vest in the NSF which has the right to allow any other individual, company, agency or organisation to use or modify the product for any purpose;
- 16.2.10. The service provider must make provision on its own premises for:
- all IT equipment and software required,
  - office space and facilities,
  - printing, binding and related services
  - communications infrastructure and costs;
17. The service provider must allocate dedicated staff to the project.

## 18. ADDITIONAL PRESCRIPTS

- 18.1. In terms of section 76(4)(c) of the Public Finance Management Act, 1999 (Act No 1 of 1999) (PFMA), the National Treasury may make regulations or issue instructions applicable to all institutions to which the PFMA applies concerning the determination of a framework for an appropriate procurement and provisioning system which is fair, equitable, transparent, competitive and cost-effective. The National Treasury subsequently issued National Treasury Instruction Note 3 of 2016/17 in terms of section 76(4)(c) of the PFMA.



18.2. In terms of paragraph 9.1 of National Treasury Instruction Note 3 of 2016/17, the Director-General of Higher Education and Training, as accounting authority of the NSF, must ensure that contracts are not varied:

18.2.1. By more than 20% or R20 million, whichever is the lowest, for construction related goods, works and services; and

18.2.2. By more than 15% or R15 million, whichever is the lowest, for all other goods and services that are not construction related.

18.3. In terms of the above-mentioned National Treasury Instruction Note, any other deviation in excess of the prescribed thresholds will only be allowed in exceptional cases subject to prior written approval from the National Treasury.

18.4. Once appointed, service providers shall adhere to the above-mentioned prescripts as follows:

18.4.1. Service providers shall not provide any goods and services that exceed the order amount;

18.4.2. Service providers shall refrain from providing any additional goods and services that exceed the order amount, unless prior written approval for the variation has been granted by the Director-General of Higher Education and Training, as the accounting authority of the NSF, or his / her delegated official.

18.5. NSF shall not be liable to reimburse the appointed service provider for any goods or services that exceed the order amount, including approved variations thereon.

18.6. NSF shall not be liable to reimburse the appointed service provider for any goods or services where such goods and services have been rendered prior to obtaining the order (incl. variation orders) therefore.

## ENQUIRIES

All enquiries regarding these Terms of Reference should be addressed to:

**Technical enquiries:** Ms Khanyisa Ngewu

Email address: [Ngewu.K@dhet.gov.za](mailto:Ngewu.K@dhet.gov.za)



higher education  
& training  
Department:  
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