TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO DEVELOP AND IMPLEMENT AN INTEGRATED MANAGEMENT INFORMATION SYSTEM (IMIS) AND ENTERPRISE RESOURCE PLANNING SYSTEM (ERPS) FOR THE MINING QUALIFICATIONS AUTHORITY FOR A PERIOD OF 25 MONTHS

1. INTRODUCTION

The Mining Qualification Authority (MQA) is a public entity established in terms of section 45 of the Mine Health and Safety Act 1996 (Act 29 of 1996) (MHSA) and is registered as a Sector Education and Training Authority (SETA) in terms of paragraph 4A to the second schedule of the Skills Development Act 1998 (Act 97 of 1998) (SDA).

The MQA is listed as a schedule 3A public entity in terms of the Public Finance Management Act 1999 (Act 1 of 1999) (PFMA) and has an Accounting Authority (the Board) that is constituted in terms of the MHSA, the SDA, and its constitution.

2. OBJECTIVE OF THE REQUEST FOR PROPOSALS

The Mining Qualifications Authority (MQA) requires the services of a software development company to develop and implement an Integrated Management Information System (IMIS) and Enterprise Resource Planning (ERP) system that will drive and support the MQA's value chain from start to finish. The ultimate objective is the delivery of a fully functional ERPS and IMIS system that will:

2.1.1 Align with the "To-Be" Enterprise Architecture documents which are annexed and form part of this terms of reference. Please note that the EA documents may be updated during the project initiation phase to reflect any changes to the MQA's technology stack that may have been made in the interim.

2.1.2 Provide a modular, extensible system to automate and integrate the SETA's core operations and support activities with its back-office finance, supply chain and human resource management operations.

2.1.3 Implement a user-friendly, easily accessible system for the MQA and its stakeholders in the Mining and Minerals Sector (MMS), higher education institutions, government departments and other relevant public entities.

2.1.4 Maintain an accurate, integrated database of all MQA skills development datasets.

2.1.5 Ensure high-level of data integrity and data security.

2.1.6 Implement an easily scalable, adaptable, and portable system for desktops and mobile devices.

2.1.7 The IMIS must be deployed on infrastructure that provides maximum availability, interoperability, efficiency, and robustness.

2.1.8 The IMIS must have Business Intelligence capabilities with easy-to-use report writing, data query tools, cubes, dashboards, search and help functions.

2.1.9 The IMIS must include a project management module.

2.1.10 The IMIS must include configurable process workflows, document management and online approvals capabilities.

2.1.11 The proposed solution is to be hosted at the preferred service provider's data centre for the first

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twenty-four (24) months. During this period, a detailed hardware performance and bandwidth utilisation report will be analysed and reviewed. Both reports of bandwidth utilisation and hardware performance are to be used as a baseline for the MQA's Head Office data centre requirements.

2.1.12 Hardware, software, inbound internet line and other required equipment are to be provided by the service provider during the 24 months of hosting.

2.1.13 The system must include Disaster Recovery and Business Continuity capabilities. The IMIS modules must run on high-availability infrastructure with fail-over to a secondary disaster recovery site.

2.1.14 The MQA and the preferred service provider will enter into a support and maintenance agreement post implementation and post the software warranty provisions as set out in these terms of reference.

2.1.15 The implementation of this project shall be done in two (2) stages namely: Stage 1 Core Business Management Information System (ERPS) and Stage 2 Support Services IMIS System (IMIS).

2.1.16 The MQA requires full ownership of the system intellectual property, system documentation must be provided to the MQA upon closure of the project.

2.1.17 The IMIS and ERPS support may run from the same platform to minimise the integration effort and post implementation integration challenges, however, if not, bidders MUST ensure that integrations between different platforms are configured and managed properly, and they are robust.

2.1.18 The Service provider and MQA must enter into an escrow agreement (a type of a legal holding account for items which cannot be released until predetermined conditions are satisfied) on intellectual property ownership.

2.1.19 The Service Provider MUST hand over the source code of the entire fully integrated IMIS (Core modules and IMIS) system to MQA.

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

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

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(g) The Service Provider will provide post implementation support and maintenance on a time and material basis, post the software warranty provisions as set out in these terms of reference

(h) The Service Provider hereby warrants that for a period of twelve (12) months (the "Warranty Period") after the development and deployment of the Software, that when operated according to the terms of reference and the service level agreement and other instructions of the MQA, the Software will perform substantially according to the functional specifications listed in the terms of reference and the agreement

(i) The Service Provider will at its own cost rectify any faults or defects in performance as per the agreement and the terms of reference in the Software notified during the Warranty Period.

(j) The Service Provider warrants that the developed software shall be free of any claim of infringement, misappropriation, unfair competition, or violation of any third-party Intellectual Property right and indemnifies the MQA against any and all such claims.

(k) Should the agreement or relationship between the parties be terminated and /or scope of services is not completed, for whatever reason, the Service Provider shall assign ownership to any work in progress software and its intellectual property to the MQA. Provided that the MQA would have paid for such work in progress software.

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3   MQA VALUE CHAIN AND BUSINESS UNIT FUNCTIONS

The MQA comprises of the following core business operations and support business units, with the following broad information system needs:

SKILLS PLANNING AND RESEARCH	LEARNING PROGRAMMES IMPLEMENTATION AND STAKEHOLDER ENGAGEMENT			RISK, MONITORING, EVALUATION AND QUALITY ASSURANCE		
Sector Skills Planning	*Strategic Projects*	*Operations Projects*	*Stakeholder Relations*	*Risk Management*	*Monitoring and Evaluation*	*Quality Assurance*
• *Identify skills needs for the sector* • *Assess and approve WSP-ATR* • *Compile a sector skills plan* • *Support sector research*	• *Lecturer Support at Higher Education Institutions (HEIs)* • *Internship Support* • *Management Development Support* • *Lecturer Support at Technical, Vocational, Education and Training (TVET) Colleges* • *Support National Certificate Vocational (NCV) Level 4* • *Work Experience* • *Workplace Coach Development*	• *Adult Education and Training (AET)* • *Artisan Aides* • *Artisan Learnerships* • *Foundation Learning Competency (FLC)* • *Non-artisan Learnerships* • *Non-artisan Learnerships (RPL)* • *Occupational Health and Safety (OHS) Representative Development*	• *Mine Community Support* • *TVET Lecturer Support* • *Unemployed Youth* • *Small Scale Mining* • *SMME Development* • *Worker Initiated Training* • *NCV Level 4 Support*	● *Enterprise Risk Management Function* ● *Ensures compliance with the risk management strategy, policies and processes* ● *Implements risk management systems* ● *Facilitates the establishment and monitoring of risk throughout the organisation* ● *Ensures risk assessments facilitation* ● *Develops a compliance framework for the organisation to ensure good corporate governance* ● *Manage, co-ordinate and monitor internal audit* ● *Designs and develops a Fraud Management Strategy* ● *Devises roadmaps, frameworks and structures related to the prevention and detection of fraud* ● *Designs strategies and techniques to continuously monitor fraud risks*	● *Ensures the validation of APP and QMR performance* ● *Develops a learner verification plan on funded learners and conducts visits to employers or training providers* ● *Ensures the monitoring of action plans arising from assurance to prevent any risks* ● *Reports and investigates any incidents of fraudulent activities in line with the Fraud Prevention Policy* ● *Evaluates whether the planned deliverables met the intended impact in line with the M&E Policy* ●	● *Assessment Quality Partner (AQP) for the development of assessment tools, assessment centres and conducts the moderation process* ● *Acts as a Development Quality Partner (DQP) to develop learning programmes and materials* ● *Acts as Quality Assessment Partner (QAP) for the accreditation of Skills Development Providers, TVET colleges, and Assessment Centres* ● *Quality assures learner records for the National Learner Records Database (NLRD)* ● *Certifications of learner completions including certifications for learning programmes in line with the Section 26D process* ● *Approves workplace based learning and linked practitioners* ●

SUPPORT SERVICES
CORPORATE SERVICES: *Corporate Governance, Human Resources, Legal and Governance, Customer Service and Communication, Facilities and Office Management* **FINANCE:** *Finance, Supply Chain Management, and Information Technology* *Risk, Monitoring and Evaluation*

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4   CORE BUSINESS FUNCTIONS

4.1 Skills Development and Research Unit

The Skills Development and Research Unit has the following functional requirements:

- Receipt of online submissions from employers of their workplace skills plans (WSPs) and annual training reports (ATRs), and the assessment and evaluation thereof, to replace the Excel source data spreadsheets that are currently submitted to the MQA.

- A new database system to replace the existing SIMS database that will allow employers to upload WSP and ATR timeously and in a standardized format.

- Workflow functionality to support the approval process for mandatory grants from the MQA and the payment thereof as well as reporting on these grants.

- Data analysis and correlations using tools such as Excel and PowerBI.

- Generating and manipulating data reports in real time for reporting purposes.

4.2 Quality Assurance Unit

The Quality Assurance (QA) Unit has the following functional requirements:

- Uploading and management of Qualifications, Learnerships and Skills programmes.

- Manage the registrations of Assessment Centers (AC), generating an AC accreditation number and linking ACs to programs.

- Generate detailed reports of Assessment Centers and their programs.

- Storing and allocating of Online Assessment instruments for use by the Assessment Centers.

- Online accreditation of training service providers.

- Online assessor and moderator registration.

- Online creation of workplace approval providers.

- Extracting data about qualifications and learnerships for the Quality Council for Trades and Occupations (QCTO) according to their data requirements.

- Uploading, storing, and managing documents.

- Creating and re-issuing certificates.

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4.3 Learning programs: Strategic Projects Unit and Operations Unit

The Learning programs division consists of two units:

> 4.3.1 the Strategic Projects unit which is responsible for the administration of the strategic projects where learners are registered, and grants are disbursed.
> 4.3.2 the Operations Unit is responsible for the administration of on-going, regular projects where learners are registered, and grants are disbursed.

They both have the following functional requirements:

- Registration and management of data about projects.

- Registration and management of data about learners, training services provider, and employers. Currently the teams use a database system called SIMS that will be replaced by the new IMIS to provide an integrated view of learners and their grants.

- Uploading, storing, and managing documents into a structured repository instead of using a shared drive to store documents that include:
  - Signed skills agreements.
  - Certified ID copy.
  - Certified academic record.
  - Contract of employment and training plan.

- Workflow functionality to approve grants to learners.

- Link learners to the grants to enable the MQA to make the payment.

4.4 Risk, Monitoring and Evaluation Unit

The Risk, Monitoring and Evaluation Unit requires the following functionality to perform its functions:
- Record, measure and monitor performance indicators described in the MQA's Annual Performance Plan and Quarterly Management Reports

- Upload and store source documents about the indicators prior to submission of accountability reports to the executive authority, including:
  - Learner verification plans and schedules
  - Site visits to employers or training providers at intervals
  - Information regarding funded learners.

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- Risk Management documentation such as risk management activities and action plans arising from assurance.

- Business Continuity documentation including the business continuity framework.

- Combined Assurance Model documentation including tracking the implementation of risk mitigating strategies, and assurance on the level of compliance with the Service Level Agreements (SLAs) signed with training providers.

- Compliance policy to track the level of compliance with certain legislative provisions.

- Fraud Prevention documentation including the Fraud Prevention Policy, reports on fraud, corruption, and related activities.

- Monitoring and Evaluation documentation.

- Audit Tracking, including internal and external reports that are populated in the tracking register and communicated to the other MQA units against which exceptions were raised.

4.5 Strategic Planning Unit

The Strategic Planning Unit is responsible for the administration of the following strategic functions:
- Coordination of the development of the MQA's Strategic Plan; SLA and Annual Performance Plan.

- Coordination of the drafting of organisation's funding policy reviews.

- Coordination of the Discretionary Grant application process (an online application process).

- Coordination of DGEC (Discretionary grants evaluation committee) and DGAC (Discretionary adjudication committee).

- Coordination of origination's performance information to M&E for validation.

- Reporting on the organisation's performance in the Annual Performance Plan (APP) and SLA to DHET; (SETMIS), internal committees and Parliament; (refer to DHET SETMIS specification)

- Ensuring effective implementation and maintenance of the ISO 9001:2015 Quality Management System.

- Ensuring effective implementation and functioning of the MQA's ERP system; and

- Coordinating the function for the Auditor General (AG) audit and internal audits.

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The Strategic Planning Unit requires the following functionality from an ERP system to administer its strategic functions:

- Manage document necessary to coordinate the development of the MQA's Strategic Plan.

- Provide a web-based interface for online applications for Discretionary Grants.

- Workflow to approve Discretionary Grants.

- Submission of data to the Department of Higher Education and Training (DHET) in the format defined by the DHET's Sector Education and Training Management Information System (SETMIS).

- Generate reports on indicators for the Annual Performance Plan.

- Functionality to support the effective implementation and maintenance of the ISO 9001:2008 Quality Management System, in particular, a system to log queries from stakeholders and direct to relevant unit for response.

- Functionality to support the Auditor General (AG) audits and internal audits.

4.6 Stakeholder Relations Unit

The Stakeholder Relations Unit is responsible for the implementation of the Mine Community Programme, and the coordination and facilitation of the core business of the MQA.

The Stakeholder Relations Unit is responsible for the implementation of the following Discretionary Grants Projects:
- Mine Community Programme
  - o Unemployed Youth Development.
  - o Mine Community Development.
  - o Small-Scale Mining.
  - o Worker Initiated Training.
- SMME Support Programme
  - o Small Business Support.
  - o Cooperatives Support.
  - o NGOs, CBOs Support.
  - o Entrepreneurial Support.
- TVET/CET Support Programme
  - o TVET Learner placement (NCV Level 4).
  - o TVET Lecturers awarded bursaries.
  - o TVET Lecturer exposure through skills programmes.
  - o CET Lecturers trained in skills programmes.
  - o CET learners accessing AET.
  - o TVET & CET Managers trained on curriculum-related studies.
  - o TVET & HEI graduates' internships at CET Colleges.

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  o TVET graduates' internships at TVET Colleges.

Implementation of the above programmes involves the following functions:
- Project Administration (Documents management)
- Project Financing (Disbursement of grants)
- Project Monitoring
- Reporting (Performance Information)

The envisaged IMIS system should be able to support the unit in the management of the projects and all specifications in the current project management modules must be incorporated therein.

All Annual Performance Plans and Service Level Agreements targets related documents should be managed in the system (Refer to standard operating procedures in relation to these targets).

The Unit requires functionality that will assist with the following:
- Integrated document management system to store the following:

  o Provide annual comprehensive information and plans for each province.

  o Link the above to the sectoral mandate.

  o Link the above to the number of employers and relevant stakeholders.

  o Indicate the number of possible partnerships.

  o Indicate the number of possible strategic projects.

  o Show planned interventions.

- Generate a report regarding gaps and the need for interventions within different units.

- Capture all the relevant data for all projects including costs and progress within the SETA per region.

- Provide a map with global positioning system (GPS) data that indicates the distances between interventions in a province.

- Support the principles of project management as per the project management book of knowledge (PMBOK)

- Communicate with partners on relevant interventions and possible partnerships.

- Store data to calculate costs of running a province in terms of human capital including timelines.

- Store documentation of current risks and anticipated risks.

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5   SUPPORT SERVICES FUNCTIONS

5.1 Customer Service and Communication Unit

The Customer Service and Communication Unit is responsible for internal and external research and communication initiatives, using various communication tools such as printed, electronic, and face-to-face media.

It requires the following functionality to provide the best possible service to its stakeholders:

- Recording all interactions through a Customer Relationship Management (CRM) system

- Access to Supply Chain Management functionality to quickly procure standard goods and services.

5.2 Human Resources Unit

The Human Resources Unit's core function includes the following:
- Recruitment and selection

- Policy development

- Change Management

- Payroll management

- Job design and Evaluation

- Performance Management

- Employee wellness

- Industrial Organizational Development (IOD)

- Job profiling

- Training and development

- Personnel file maintenance.

Some of these functions are outsourced, but the Unit requires the following HRM functionality:
- Organizational design:
    - The MQA structure (organogram)
    - Job titles
    - Job grading
    - Job families

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- Integration with the PaySpace payroll management system

- Performance Management

- Training and development

- Personnel file maintenance

5.3 Legal and Governance Unit

The Legal and Governance Unit provides comprehensive legal services to all units of the MQA, as follows:

- Drafting, monitoring and training on all MQA agreements

- Ensuring that the MQA complies with all relevant legislation.

- Identification, management, and mitigation of all legal and governance risks

- Development and maintenance of all stakeholder/ customer relationships

- Tracking and monitoring of service provider performance against agreed obligations; and

- Professional legal services to the organization.

The Unit requires the following functionality from the IMIS system:

- Integrated document management system to manage:
  - MQA agreements
  - Legislation and regulations
- Tracking and monitoring of service provider performance
- Workflow to support an approval process.

5.4 Facilities and Office Management Unit

The Facilities and Office Management Unit is responsible for the day-to-day management of the MQA premises and physical assets, including the planning, management and monitoring of all aspects related to the business premises of the MQA; and to ensure that quality and safety standards are maintained and continually improved.

The unit requires Computerized Maintenance Management System (CMMS) functionality as follows:

- Resource and labor management:

11

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- o Track available employees and equipment certifications.

- o Assign specific tasks and assemble crews.

- Asset registry to store, access and share asset information such as:

  - o Manufacturer, model, serial number and equipment class and type

  - o Associated costs and codes

  - o Location and position

  - o Performance and downtime statistics

  - o Associated documentation, video and images such as repair manuals, safety procedures and warranties

  - o Availability of meters, sensors and Internet of Things (IoT) instrumentation

- Work order management:

  - o Work order number

  - o Description and priority

  - o Order type (repair, replace, scheduled)

  - o Cause and remedy codes

  - o Personnel assigned and materials used

  - o Automate work order generation

  - o Reserve materials and equipment

  - o Schedule and assign employees, crews and shifts

  - o Review status and track downtime

  - o Record planned and actual costs

  - o Attach associated documentation, repair and safety media

- Preventive maintenance by automating work order initiation based on time, usage or triggered events. Use preventive maintenance to organize and associate assets across multiple orders. Sequence and schedule preventive work orders.

- Materials and inventory management to control inventory, distribute and reclaim maintenance and repair operation (MRO) equipment and materials across storage areas, distribution centers and facilities. Manage suppliers, track inventory costs and automate resupply.

- Generate reports across maintenance categories such as asset availability, materials usage, labor and material costs, supplier assessments and more. Analyze information to understand asset

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availability, performance trends, MRO inventory optimization and other information to support business decisions and gather and organize information for audits.

- Asset Management and tracking (including bar-code scanning)

- Access to Supply Chain Management functionality to quickly procure standard goods and services.

5.5 Finance Unit

The Finance Unit is responsible for ensuring prudent financial management of the organization. It currently uses Microsoft Great Plains to manage MQA's finances.

The Finance Unit requires IMIS functionality that will allow it to perform the following functions:
- Budgeting and budgetary control

- Management of revenue

- Expenditure

- Liabilities and debtors

- Financial asset management

- Physical asset management

- Internal controls and business processes; and

- Financial reporting and ensuring compliance with applicable financial regulations and prescripts in the public sector, in particular, the Public Finance Management Act No. 1 of 1999 (PFMA).

The Finance Management Unit requires a system that:
- Supports integration across the lifecycle of transactions from internal system such as Supply Chain Management, and Asset Management, as well as external banking systems, SARS, and the Central Supplier Database of National Treasury.

- Provides feedback to line-of-business units when disbursements for grants and bursaries have been made.

- Automates bank reconciliations.

- Automates input of Payroll data.

- Supports standardized reports for Management Information, as well as data extraction into Excel and PowerBI for ad hoc reporting.

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5.6 Project Accountancy Unit

The Project Accountancy Unit is a sub-unit within the Finance Unit reporting to the Finance: Senior Manager. The Unit's role is to prepare the discretionary commitment registers and it serves as a link between the Finance and Operations Units, so it requires a system that:

- Ensures the reconciliation of the data in the replacement for the SIMMS that will be used in the Operations Units, with the new IMIS Finance System

- Automate the reconciliation processes.

5.7 Supply Chain Management Unit

The Supply Chain Management (SCM) Unit performs the following functions at the MQA:
- Online processing of requisitions and issuing of Purchase Orders within stipulated time frames.

- Assisting end-users to ensure specifications and terms of references are drafted clearly and unambiguously.

- Facilitating the appointment and coordination of Bid Specification, Evaluation and Adjudication Committees.

- Providing assistance to all Directorates within the MQA by limiting and avoiding irregular, fruitless, unauthorized and wasteful expenditure.

- Assisting the MQA to comply with its annual Procurement Plan.

- Reporting on Supply Chain Management performance to the Audit and Risk Committee.

- Providing effective feedback on SCM requests submitted to the Unit.

- Ensuring that payment packs are correctly filed, and all supporting documents are attached.

- Ensuring timely reporting to National Treasury on compulsory reports.

The SCM Unit requires the following functionality from the IMIS system:
- Vendor vetting and monitoring. The SCM module in the IMIS should be able to import data from the LexisNexis ProcureCheck service.

- Processing of Subsistence and Travel (S&T) claims.

- Travel requisitions.

- Online processing of requisitions.

- Document management to store supporting documentation.

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5.8 Information Technology Unit

The Information Technology (IT) Unit is responsible for the following activities at the MQA:

- Management of an online IT incident logging system that is ITIL compliant.

- Management of IT infrastructure

- Monitoring of online network infrastructure and connectivity

- Desktop support; and

- Online document management and archiving.

The IT Unit requires an IMIS solution that is:

- Robust and reliable.

- Accessible by web-browsers running on desktops and mobile devices.

- Integrated with Active Directory to provide Single-Sign On (SSO) for internal end-users at the MQA, with a separate capability to manage the Identity and Access Management requirements of external stakeholders.

- Integrated with Office365.

- Document Management module must integrate with, and make use of, MS SharePoint.

- Provides 99.999% availability supported by a fail-over disaster recovery strategy to a secondary disaster recovery site.

- Provides system monitoring software and health checks.

- Supports Role-Based Access Control.

- Is extensible and modular so that it can be tailored to provide bespoke functionality for the operational requirements of the core business units.

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MINING QUALIFICATIONS AUTHORITY

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6   SCOPE OF WORK

The service provider shall provide a range of Information and Communications Technology (ICT) consulting services for the implementation and configuration of the IMIS system that will include:

- Review and analysis of current management information system and other systems

- Integrated Database system Business intelligence

- Development and Test of IMIS System Modules Disaster recovery

- Integration Testing of IMIS System Modules Configuration of the functionality according to the technical specifications of the Core Business and Support Units.

- Design and Development of the PM Module

- Training of Users

The service provider must be guided by the MQA's Enterprise Architecture (EA) documents as input into the design and implementation of the IMIS system. The EA documents will be updated during the project initiation phase to reflect any changes to the MQA's infrastructure that may have been made since the EA exercise was completed.

This scope of work shall encompass seven interactive phases that are described below:

Phase 1 — Review and Analysis of Current Management Information System and other Systems

The first phase will be the preparation of the Work Plan and the review of the existing MIS, subsystems, data and modules. Based on the above-mentioned review and analysis the MQA, rank the priorities of modules to be developed; and determine possible options for mid-and long-term priorities for the further development to be incorporated into the Systems Specifications and Design Report. The service provider must take into consideration changes in priorities.

Phase 2 — Development of Database systems

The second phase will be the development of the database structures, entities and relationships. The development of the database phase will include:
- Defining of the database structure and the level of detail

- Creation of an open database allowing for upgrades and adaptations in the future

- Defining of keys, entities, and relationships

- Determining system and hardware requirements

- Implementation of disaster recovery for the MQA database

- Performance of data cleansing of historical data

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- Migration of legacy data into the database

- Building of data mining tools for the database; and

- Development of a high-level search engine.

Phase 3 — Development and Test of IMIS System Modules

This phase will be the development of the IMIS System modules as prioritised in Phase 1 above. The building and development phase will include:

- Development of user-friendly interface screens (Graphic User Interfaces) for the modules

- Development of all required reports for the modules

- Development of the lines of code for the modules

- Testing of the functionality of the modules by MQA staff and stakeholders

- Testing of the implementation of business rules within the modules by MQA staff and stakeholders; and

- Testing of the implementation of the backend database implementation of the modules by MQA staff and stakeholders.

Phase 4 - Integration Testing of IMIS System Modules

This phase will be the integrated testing of IMIS system modules developed in Phase 3 above, to ensure that all modules can work as one system. The integration testing phase will include:

- Development of test data and live data test scenarios and test packs

- Development of 360° test scenarios (start to finish) and test packs.

- Testing of the IMIS system integration with financial system

- Testing of the IMIS system integration with the National Treasury of South Africa Central Supplier Database

- Testing of the IMIS system integration with common IMISs used in Mining and Mineral Sector, the Higher Education and Training Sector and Government Departments; and

- Testing of the IMIS system integration with HR systems.

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Phase 5 — Design and Development of the BI Module

This phase will be the design and building of the business intelligence module and will include:
- Development of the core Business Intelligence (BI) module and reporting templates as defined by legislation, the Department of Higher Education and Training (DHET), South African Qualifications Authority (SAQA), National Learner Records Database (NLRD), the National Artisan Moderation Body (NAMB), Department of Mineral Resources (DMR), Quality Council for Trades and Occupations, National treasury, the MQA and other organizations in the sector

- Development of BI templates for internal monthly, or as and when required, reporting requirements.

- Development of management dashboards; and

- Development of high-level report writing templates, queries and cubes.

Phase 6 — Design and Development of the Project Management Module

This phase will consist of the design and building of the project management module, and will include:
- Development of automated process workflows for processes

- Development of audit trails for the workflows for the processes

- Development of a document management sub-module; and

- Development of the business rules implemented in the project management module.

Phase 7 — Training of Users

During this phase users will be trained on the features and functionality of the new IMIS system modules, and this will include:
- Development of end-user manuals for the new IMIS system, project Management module and BI module

- Development of system documentation for the new IMIS system, project management module and BI module

- Performance of training for MQA Staff and stakeholders

- Performance of "train the trainer" training for selected MQA IT staff; and

- Performance of system training for MQA IT Staff (System Administrator).

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7   EXPECTED OUTCOMES AND DELIVERABLES

The MQA has undergone a project to implement an Enterprise Architecture (EA) and it is expected that the potential service provider must consider the EA when implementing the IMIS system. The EA documents must be made available to all bidders. The IMIS project to be rolled out into two stages:

Stage 1 - Development and Implementation of the Core Business IMIS system

- Skills Development and Research module

- Quality Assurance module

- Learning Programmes Operations and Learning programs Strategic Projects module

- Risk, Monitoring and Evaluation module; and

- Strategic Planning module.

Note: Stage 1 should include integration into all other MQA systems such as the financial system.

Stage 2 - Customization and Implementation of the Support Services IMIS System

- Finance module

- Human Resources module

- Facilities and Office Management module

- Legal and Governance module

- Supply Chain Management module

- Customer Service and Communication module

- Project Accountancy module.

See table below for deliverables required at each phase:

Phase	Description	Deliverables
Phase 1	Review and Analysis of Current Management Information Systems and other systems used in support services units	Project plan; and Systems specifications document

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Phase	Description	Deliverables
Phase 2	Integrated Database system	Database structure report Entity relationship diagrams DRP implementation and testing report Development of Data Warehouse e Legacy data cleansing Legacy data migration report Data mining tools documentation; and MQA Database
	Development and Test of IMIS System Modules	Interface screens (GUIs) Core Business IMIS and IMIS System reports Source code for the modules Working IMIS System modules; and Test results for back-end data warehouse implementation of the modules.
Phase 4	Integration Testing of IMIS System Modules	Test, live data test scenarios and results 360-degree test scenarios and results Integration test results for Financial Management System and other systems used by the sector; and Integration test results for common IMISs.
Phase 5	Linking other database systems to the newly implemented IMIS System	DHET, SAQA and other regulatory bodies reporting templates. MQA BI templates Management dashboards; and Report writing templates, queries and cubes.
Phase 6	Design and Development of the PM Module	Automated process workflows Audit trails for the workflows Document management module and integration with Microsoft SharePoint and Audit trails for document flows.
Phase 7	Training of Users	End-user manuals for MQA staff and external stakeholders Training manuals Systems documentation; and Project documentation.

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8   EVALUATION CRITERIA

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

Phase 1 will be the evaluation of bids on Administrative Compliance.
Phase 2 will be further divided into two (2) parts, first part being evaluated on functionality, second part, a demonstration.
Phase 3 will be evaluated on the Price and Specific Goals, where 80 points are allocated for price and 20 points for specific goals.

During all stages of evaluation, the Bidder/s that do not meet the mandatory requirements and/ or the minimum threshold for the Functionality Evaluation and/or the minimum threshold for Demonstration will be disqualified and will not be considered for further evaluation.

8.1   PHASE ONE (1): COMPLIANCE

8.1.1   RETURNABLE DOCUMENTS TO BE SUBMITTED

i.   Proof of registration on Central Supplier Database System (CSD).

ii.   Valid Tax Clearance Certificate (Refer to SBD 2: Tax Clearance Certificate Requirements) or Tax PIN.

iii.   Original or certified copy of B-BBEE Certificate or Sworn Affidavit of Measured Entity (if no certificate is received, a score of zero will be allocated for evaluation purposes).

iv.   SBD 1: Invitation to Bid fully completed and appropriately signed.

v.   SBD 3.3: Pricing Schedule fully completed and appropriately signed.

vi.   SBD 4: Bidder's disclosure Form fully completed and appropriately signed.

vii.   SBD 5: The National Industrial Participation Program (if applicable).

viii.   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 t*o address outstanding information within a reasonable timeline as determined by the MQA. The

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

8.2   PHASE TWO (2): FUNCTIONALITY AND DEMONSTRATION

Bids will be evaluated individually on score sheets by a representative evaluation panel according to the evaluation criteria indicated below.

The proposals will be evaluated on a five-point scale as follows:

0 = Required documents not submitted.
1 = Poor, does not meet criteria.
2 = Fair, less than acceptable. Not sufficient for the performance requirements.
3 = Satisfactory, adequate for the performance requirements.
4 = Very Good, above the average compliance to the requirement.
5 = Excellent, exceptional mastery of the requirement.

FUNCTIONALITY

A Bidder that scores less than 50 out of 70 points in respect of the functionality evaluation will be regarded as submitting a non-responsive proposal and will be disqualified. Bidders who achieve the minimum threshold score will be short-listed for the Demonstration Presentation Evaluation.

Criteria Table:

NO.		CRITERIA	WEIGHT	SCORING CRITERIA
1		**Capacity to deliver**	**10**	
1.1		Provide a Project Plan which includes a Gantt Chart that displays the listed requirements below and captures sections 2, 4, 5, 6 and 7 of these terms of reference. Listed requirements: •Tasks. •Timeframes. •Resource allocation.	**5**	0 = No submission of the project plan which includes a Gantt Chart. 1= Plan submitted is aligned with all 5 sections (2, 4, 5, 6 and 7) of the terms of reference and have 1 of the 3 listed requirements.

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NO.		CRITERIA	WEIGHT	SCORING CRITERIA
				2= Plan submitted is aligned with all 5 sections (2, 4, 5, 6 and 7) of the terms of reference and have 2 of the 3 listed requirements. 3= Plan submitted is aligned with all 5 sections (2, 4, 5, 6 and 7) of the terms of reference and have all 3 listed requirements. 4= Plan submitted is aligned with all 5 sections (2, 4, 5, 6 and 7) of the terms of reference and have all the 3 listed requirements, with milestones **and/or** a risk register of risks associated with this project. 5= Plan submitted is aligned with all 5 sections (2, 4, 5, 6 and 7) of the terms of reference and have all the listed requirements with milestones **and** a risk register of risks associated with this project.

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NO.		CRITERIA	WEIGHT	SCORING CRITERIA
1.2		Provide a skill transfer process and change management plan for Technical and End-Users, <u>covering the following pertinent requirements</u>: • Change Management Methodology • Stakeholder Management Plan • Change Management and Skills Transfer Plan	5	0 = None of the requirements of the Skills Transfer Process and Change Management Plan are captured. 1 = Provided a Skills Transfer process and Change Management with 1 of the 3 pertinent requirements. 2 = Provided a Skills Transfer process and Change Management plan but covers 2 of the 3 the pertinent requirements. 3 = Provided a Skills Transfer process and Change Management plan that covers all 3 of the pertinent requirements. 4 = Provided a Skills Transfer process and Change Management plan that covers all 3 of the pertinent requirements <u>with skills transfer approach</u> **and/or** <u>skills transfer products and</u>

MINING QUALIFICATIONS AUTHORITY

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO DEVELOP AND IMPLEMENT AN INTEGRATED MANAGEMENT INFORMATION SYSTEM (IMIS) AND ENTERPRISE RESOURCE PLANNING SYSTEM (ERPS) FOR THE MINING QUALIFICATIONS AUTHORITY FOR A PERIOD OF 25 MONTHS

NO.		CRITERIA	WEIGHT	SCORING CRITERIA
				deliverables. 5 = Provided a Skills Transfer process and Change Management plan that covers all 3 of the pertinent requirements <u>with skills transfer approach</u> **and** <u>skills transfer products and deliverables.</u>
2.		**Human Resources**	**25**	
2.1		Submit certified qualifications, and CVs of the following resources: **1. Project Manager** a) Project Manager with a minimum accredited Project Management NQF level 6 certification b) Number of years of experience	**4**	0= No compliant CV submitted. 1= Compliant CV and certified qualifications of a project management certificate provided with <u>at least 3 years' experience</u> in Project Management in the development and deployment of an IMIS system. 2= Compliant CV and certified qualifications of a project management certificate provided with <u>at</u>

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NO.		CRITERIA	WEIGHT	SCORING CRITERIA
				least 4 years but at most 5 years' experience in Project Management in the development and deployment of an IMIS system.
				3= Compliant CV and certified qualifications of a project management certificate provided with at least 6 years and at most 7 years' experience in Project Management in the development and deployment of an IMIS system.
				4= Compliant CV and certified qualifications of a project management certificate provided with at least 8 years and at most 9 years' experience in Project Management in the development and deployment of an IMIS system.
				5= Compliant CV and certified qualifications of a project management

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NO.		CRITERIA	WEIGHT	SCORING CRITERIA
		2. Senior Business Analyst (3 points) a) Business Analyst with a minimum NQF- Level 7 IT BA/SA Qualification or related b) Number of years of experience	3	certificate provided at least 10 or more years' experience in Project Management in the development and deployment of an IMIS system. 0= No compliant CV submitted. 1= Compliant CV and certified qualifications of a business analyst certificate provided with at least 1 year and at most 2 years' experience in Business Analysis in the development and deployment of an IMIS system. 2= Compliant CV and certified qualifications of a business analyst certificate provided with at least 3 years and at most 5 years' experience in Business Analysis of the development and deployment of an IMIS system. 3= Compliant CV and certified qualifications of a business analyst

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				certificate provided with <u>at least 6 years and at most 7 years'</u> <u>experience</u> in Business Analysis in the development and deployment of an IMIS system.
				4= Compliant CV and certified qualifications of a business analyst certificate provided with <u>at least 8 years and at most 9 years'</u> <u>experience</u> in Business Analysis in the development and deployment of an IMIS system.
				5= Compliant CV and certified qualifications of a business analyst certificate provided with <u>at least 10 or more years' experience</u> in Business Analysis in the development and deployment of an IMIS system.
	3. Senior Solution Architect (3 points) a) Solution Architect x 1, with a minimum NQF-Level 7 IT		3	0= No compliant CV submitted. 1= Compliant CV and certified qualifications of a solutions architect

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NO.		CRITERIA	WEIGHT	SCORING CRITERIA
		qualification in Solution Architecture or related certification b) Number of years of experience		certificate provided with <u>at least 1 year and at most 2 years'</u> experience in Solutions Architect in the development and deployment of an IMIS system. 2= Compliant CV and certified qualifications of a solutions architect certificate provided with <u>at least 3 years and at most 5 years'</u> experience in Solutions Architect in the development and deployment of an IMIS system. 3= Compliant CV and certified qualifications of a solutions architect certificate provided with <u>at least 6 years and at most 7 years'</u> experience in Solutions Architect in the development and deployment of an IMIS system. 4=Compliant CV and certified qualifications of a solutions architect certificate

MINING QUALIFICATIONS AUTHORITY

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO DEVELOP AND IMPLEMENT AN INTEGRATED MANAGEMENT INFORMATION SYSTEM (IMIS) AND ENTERPRISE RESOURCE PLANNING SYSTEM (ERPS) FOR THE MINING QUALIFICATIONS AUTHORITY FOR A PERIOD OF 25 MONTHS

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				provided with <u>at least 8 years and at most 9 years'</u> experience in Solutions Architect in the development and deployment of an IMIS system. 5= Compliant CV and certified qualifications of a solutions architect certificate provided with <u>at least 10 or more years' experience</u> in Solutions Architect in the development and deployment of an IMIS system.
	4. Senior System Developer (3 points) a) Senior System Developer, with a minimum NQF-Level 7 IT Qualification with application, system, or software development or related b) Number of years of experience		3	0= No compliant CV submitted. 1= Compliant CV and certified qualifications of a senior system developer certificate provided with <u>at least 1 year and at most 2 years'</u> experience as a Senior System Developer in development and deployment of an IMIS system. 2= Compliant CV and certified

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				qualifications of a senior system developer certificate provided with <u>at least 3 years and at most 5 years' experience</u> as a Senior System Developer in the development and deployment of an IMIS system.
				3= Compliant CV and certified qualifications of a senior system developer certificate provided with <u>at least 6 years and at most 7 years' experience</u> as a Senior System Developer in the development and deployment of an IMIS system.
				4= Compliant CV and certified qualifications of a senior system developer certificate provided with <u>at least 8 years and at most 9 years' experience</u> as a Senior System Developer.
				5= Compliant CV and certified

31

MINING QUALIFICATIONS AUTHORITY

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO DEVELOP AND IMPLEMENT AN INTEGRATED MANAGEMENT INFORMATION SYSTEM (IMIS) AND ENTERPRISE RESOURCE PLANNING SYSTEM (ERPS) FOR THE MINING QUALIFICATIONS AUTHORITY FOR A PERIOD OF 25 MONTHS

NO.		CRITERIA	WEIGHT	SCORING CRITERIA
		5. Senior Backend System Developer (3 points) a) Backend Senior System Developer, with a minimum NQF-Level 7 IT related Qualification with database management or software development/ related b) Number of years of experience	3	qualifications of a senior system developer certificate provided with <u>at least 10 or more years' experience</u> as a Senior System Developer in the development and deployment of an ERP/IMIS system. 0= No compliant CV submitted. 1= Compliant CV and certified qualifications of a senior backend system developer certificate provided with <u>at least 1 year and at most 2 years' experience</u> in Backend System Development in the development and deployment of an IMIS system. 2= Compliant CV and certified qualifications of a senior backend system developer certificate provided with <u>at least of 3 years and at most 5 years' experience</u> in Backend System Development in

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NO.		CRITERIA	WEIGHT	SCORING CRITERIA
				the development and deployment of an IMIS system.
				3= Compliant CV and certified qualifications of a senior backend system certificate developer provided with <u>at least 6 years and at most 7 years' experience</u> in Backend System Development in the development and deployment of an IMIS system.
				4= Compliant CV and certified qualifications of a senior backend system developer certificate provided with <u>at least 8 years and at most 9 years' experience</u> in Backend System Development in the development and deployment of an ERP/IMIS system.
				5= Compliant CV and certified qualifications of a senior backend system developer certificate provided with <u>at least 10 or more years' experience</u>

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NO.		CRITERIA	WEIGHT	SCORING CRITERIA
		6. Senior Database Developer (3 points) **a)** SQL Senior Developer, with a minimum NQF-Level 7 IT Qualification with database management or software development/ related b) Number of years of experience	3	in Senior Backend System Development in the development and deployment of an IMIS system. 0= No compliant CV submitted. 1= Compliant CV and certified qualifications of a senior database developer certificate provided with <u>at least 1 year and at most 2 years'</u> experience in Database Development in the development and deployment of an IMIS system. 2= Compliant CV and certified qualifications of a senior database developer certificate provided with <u>at least 3 years and at most 5 years'</u> experience in Database Development in the development and deployment of an IMIS system. 3= Compliant CV and certified qualifications of a senior database

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NO.		CRITERIA	WEIGHT	SCORING CRITERIA
				developer certificate provided with <u>at least 6 years and at most 7 years'</u> experience in Database Development in the development and deployment of an IMIS system.
				4= Compliant CV and certified qualifications of a senior database developer certified provided with <u>at least 8 years and at most 9 years'</u> experience in Senior Database Development in the development and the deployment of an IMIS system.
				5= Compliant CV and certified qualifications of a senior database developer certified provided with <u>at least 10 or more years'</u> experience in Database Development in the development and deployment of an IMIS system.

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NO.		CRITERIA	WEIGHT	SCORING CRITERIA
		7. System Tester (3 points) a) System Tester, with a minimum NQF-Level 6 IT Qualification with application/ system or software development/ related b) Number of years of experience	**3**	0= No compliant CV submitted. 1= Compliant CV and certified qualifications of a system tester certificate provided with <u>at most 2 years' experience</u> in System Testing in the development and deployment of an IMIS system. 2= Compliant CV and certified qualifications of a system tester certificate provided with <u>at least 3 years and at most 4 years' experience</u> in System Testing in the development and deployment of an IMIS system. 3= Compliant CV and certified qualifications of a system tester certificate provided with <u>at least 5 years and at most 6 years' experience</u> in System Testing in the development and deployment of an IMIS system.

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NO.		CRITERIA	WEIGHT	SCORING CRITERIA
				4= Compliant CV and certified qualifications of a system tester certificate provided with <u>at least 7 years and at most 8 years' experience</u> in System Testing in the development and deployment of an IMIS system.
				5= Compliant CV and certified qualifications of a system tester certificate provided with <u>at least 9 or more years' experience</u> in System Testing in the development and deployment of an IMIS system.
		8. Application Implementation Specialist (3 points) a) Application Implementation Specialist, with a minimum NQF-Level 6 IT Qualification with application/ system or software development or related b) Number of years of experience in ERPS application implementation.	**3**	0= No compliant CV submitted. 1= Compliant CV and certified qualifications of an application implementation specialist certificate provided with <u>at most 2 years' experience</u> in ERPS Application Implementation.

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NO.		CRITERIA	WEIGHT	SCORING CRITERIA
				2= Compliant CV and certified qualifications of an application implementation specialist certificate provided with <u>at least 3 years and at most 4 years'</u> experience in ERPS Application Implementation.
				3= Compliant CV and certified qualifications of an application implementation specialist certificate provided with <u>at least 5 years and at most 6 years'</u> experience in ERPS Application Implementation.
				4= Compliant CV and certified qualifications of a ERPS application implementation specialist certificate provided with <u>at least 7 years and at most 8 years'</u> experience in ERPS Application Implementation.
		CV must also indicate the company, position held and duration where the experience was acquired and		

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NO.		CRITERIA	WEIGHT	SCORING CRITERIA
		certified copies of qualifications must be attached. **The qualifications certifying date stamp must be valid, validity period must be 6 months prior to the closing date of this request for proposal.** **The proposal must indicate the name of the person to be evaluated for all the 8 resources required, failure to which will result in a score of zero (0) being awarded.**		5= Compliant CV and certified qualifications of a ERPS application implementation specialist certificate provided with <u>at least 9 or more years'</u> experience in ERPS Application Implementation.
3.		**Track record and Functional Fit**	**35**	
3.1		Company with experience and ability to develop, implement, support and administer an integrated management resource planning system and enterprise resource planning system. Provide a minimum of 3 references. <u>For the letter to comply it must comply with the following:</u> • Be on client letterhead, signed by relevant officials with contactable (email/phone numbers), dated work done on IMIS and ERPS implementation and executed in the last three (3) years prior to closing date of the request of this proposal. • Narrating the development, maintenance and support (work done) and provide a brief description of the scope of work on IMIS and ERPS development and implementation, support and administration (the system must be public-facing and must	**15**	0 = No submission or submitted irrelevant letters. 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.

MINING QUALIFICATIONS AUTHORITY

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NO.		CRITERIA	WEIGHT	SCORING CRITERIA
		have both frontend and backend functionality). **The letter must include confirmation that the work was successfully carried out or client is happy to recommend the service provider.** **NB: The MQA reserves the right to contact the provided reference clients via their provided contact details and should such reference clients not confirm the work and services as in the reference letter, the MQA shall consider such provided letter to not be compliant.**		
3.2		Provide a **high-level Solution Architecture Proposal** to demonstrate how the functional requirements described in section 4 and 5 above will be met by the solution and will be scored as follows: The **high-level solution architecture proposal** should describe at a minimum: • The infrastructure requirements • The integration between internal systems such as with Office365, Active Directory and SharePoint • Integration with external systems • Disaster recovery and fail-over mechanisms. • Modularity and extensibility • Workflow mechanisms including online approvals	20	0 = The proposal meets less than three of the listed requirements 1 = The proposal meets three of the listed requirements. 2 = the proposal meets four of the listed requirements. 3 = The proposal meets five of the listed requirements. 4 = The proposal meets six of the listed requirements. 5 = The proposal meets all the listed criteria.

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NO.		CRITERIA	WEIGHT	SCORING CRITERIA
		• Document Management • Security		
		TOTAL	70	
	MINIMUM THRESHOLD FOR FUNCTIONALITY		50	

Note: All bidders should obtain a minimum of 50 out of 70 points on functionality to be evaluated further on presentation.

DEMONSTRATION

The Demonstration will be as per arrangement with MQA and will be conducted for only qualifying shortlisted bidder(s). Bidders need a minimum of **20 out of 30 points** to qualify for the next phase of evaluation (Phase 3), the preference points system evaluation.

CRITERIA		WEIGHT	SCORING
Proof of similar work in developing, implementing, supporting, and administering online systems with digital capabilities and functionalities.	Demonstration should cover the scope of work and the supports items below, it must capture the high-level solution architecture proposal and be based on the requirements under sections 4, 5, 6 and 7. 4- Core Business Contributions 5- Support Services Contributions 6- Scope of work 7- Expected outcomes and deliverables.	30	0 = No demonstration 1 = Demonstration provided but it is only aligned to the 'Scope of Work' out of the 4 sections (4, 5, 6 and 7). 2 = Demonstration provided but it is only aligned to the 'Scope of Work' and the 'Expected Outcomes and Deliverables' out of the 4 sections (4, 5, 6 and 7). 3 = Demonstration provided that is aligned to the 'Scope of Work', 'Expected Outcomes and Deliverables', and 'Core Business Contributions'. 4 = Demonstration provided that is aligned to the 'Scope of

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			Work', 'Expected Outcomes and Deliverables', 'Core Business Contributions', Support Services Contributions', Multifactor Authentication other security features that **and/or** are of great benefit to the MQA. 5 = Demonstration provided that is aligned to the 'Scope of Work', 'Expected Outcomes and Deliverables', 'Core Business Contributions', Support Services Contributions', Multifactor Authentication, **and** other security features that are of great benefit to the MQA.
Total		30	
Grand Total		**100**	

The minimum threshold is 70 out of 100 points for Phase 2.

a) A Bidder that scores **less than 50 points out of 70 points (Stage 2)** in respect of the **functionality (desktop) evaluation** will be regarded as submitting a non-responsive proposal and will be disqualified.
b) Bidders who **achieve the minimum threshold on functionality score will be short-listed for the Demonstration Presentation.**
c) Bidders who meet the minimum threshold of **20 points out of a total of 30 points** for the **Demonstration Presentation** will be evaluated on the Phase 3 Preference Point System of the evaluation process.

Bidders need to score a minimum of 70 out of 100 points in phases 1 and 2; to qualify for phase 3 evaluation.

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8.3   PHASE THREE (3): PRICE AND SPECIFIC GOALS

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

Criteria	Points
Price	80
Specific goals	20

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

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

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

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Service Providers must submit original and valid B-BBEE Status Level Verification Certificate or certified copies thereof, issued by accredited Verification Agencies by SANAS or Registered Auditor approved by Independent Regulatory Board of Auditors (IRBA) or Sworn Affidavit, together with their bids, to substantiate their specific goals claims.

Service Providers who do not submit B-BBEE Status Level Verification Certificate or Sworn Affidavit are non-compliant contributors to be B-BBEE and do not qualify for preference points for specific goals.

The Mining Qualifications Authority (MQA) is an equal opportunity, affirmative action employer. It shows the same commitment to those who wish to provide services to the Mining Qualifications Authority (MQA) via the procurement process. It should be noted that regard will be given to those proposals from persons or companies which were previously disadvantaged, or which show evidence of ability to do skills transfer and representativeness. This does not preclude the formation of consortia or the inclusion of proposals on how this project can be used to further the aims of transformation.

9   TERMS AND CONDITIONS OF THE PROPOSAL

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

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

9.2.1   Period of agreement.

9.2.2   Project objectives and scope.

9.2.3   Method of communication.

9.2.4   Disputes; and

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

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

9.3   In the event where there is more than one service provider accredited on the bid, and they have the necessary skills that are required to render a specific service, the MQA will issue out the Terms of Reference/Specifications to call for proposals and award the work accordingly.

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

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

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

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

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

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10   DURATION

The successful service provider will be expected to commence with the work upon appointment and the

duration will be 25 months.

11   BRIEFING SESSION

A compulsory briefing session will be held at the MQA Head Office (No. 7 Anerley Road, Parktown,

Johannesburg), on 19 February 2024 at 10:00 am.

12   CONTACT PERSONS FOR ENQUIRIES

All enquiries related to this bid call must be forwarded to:

Supply Chain Management enquiries:
Ms Tsholo Dilape
011 547 2600
E-mail Address: TsholoD@mqa.org.za;

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

AND

Ms Hangwani Lidzhade
011 547 2600
E-mail Address: HangwaniL@mqa.org.za