

RFQ Number	NO-275/2022
Issue Date	22 March 2023
Closing Date	28 March 2023, by no later than 23:30pm
Submission Instruction on or before the closing date and time	<p>Please forward your responses either via email or hand delivered on or before the closing date as follows:</p> <p><u>Via email</u> - mmokaila@seda.org.za</p> <p>OR</p> <p><u>Hand delivered</u></p> <p>Small Enterprise Development Agency (Seda) The Fields Office Block A 1066 Burnett Street Hatfield 0833</p> <p>Contact Details Mr M Mokaila at Tel: (012) 441-1000 or (012) 441- 1171</p>

TERMS OF REFERENCE

1. Purpose

The purpose of this Request for Proposal is to identify and contract a service provider (“the SP”) to develop and implement an appropriate e-learning platform to provide enterprise and supplier development (“ESD”) practitioners (“the practitioners”) in the public and private sectors, as well as certain Seda staff, with an on-line information and learning resource to develop their knowledge and skills in the practice of ESD, which is a component of the Broad-Based Black Economic Empowerment legislative framework.

2. Background

ESD is one of the most powerful mechanisms to support market access, capacity-building, revenue growth and sustainability for small businesses in South Africa. It accounts for a significant proportion of the total spend on small business development services and financial support.

Private sector entities are required to spend 3% of their net profit after tax on ESD. If one looks at the extent to which the private sector is achieving results in this area, the most recent Sanlam Gauge Report (2022) indicated that private sector ESD efforts are resulting in only around 60% of the potential for ESD

As such, any improvement in the impact of how ESD is practiced, can have an enormous impact on mitigating the currently high failure rate of small businesses. Evidence from numerous reports and case studies reveal several recurring challenges and opportunities in the practice of ESD, that are relevant to both the public and private sectors. One of the key findings is the need for mechanisms to support knowledge sharing, best-practice and skills development.

Improving the practice of ESD can be done through learning and best practice sharing. However, there is currently no common or shared platform to enable this. Therefore Seda, in its role as the national small business development ecosystem facilitator, wishes to establish a means to enable practitioners to access learning content in the form of documents, presentations, videos, lessons and other tutorial material.

3. Scope of Work

The scope of work is divided into four parts:

- (a) Development and approval of user requirements, with Seda managers and ESD practitioners as the two user categories.
- (b) Development of online e-learning platform.
 - i. Must be cloud-based;
 - ii. Must have a comprehensive Content Management System;
 - iii. Must have a user-friendly and customisable user-interface that can be branded to align with the Seda branding as well as the “ESD Community of Practice branding” - branding assets to be provided to the SP;
 - iv. Must be compatible with existing Seda IT infrastructure.

(c) Development of initial set of subject learning content.

The SP will develop the following initial baseline content for the platform. SP will research and create the content by utilising a subject matter expert(s) (to be proposed by SP and approved by Seda)

- i. Introduction to ESD - video tutorial not less than 30 minutes length and made up of three 10-minute modules;
- ii. Understanding the sector BBBEE ESD codes - video tutorial not less than 30 minutes length and covering not less than 5 key industry sectors'
- iii. Three ESD project case studies, one each in the following sectors:
 - Retail sector;
 - ICT sector;
 - Construction sector.

Note: The above learning content will be subject to review of the planned approach, content and format by an ESD expert selected by Seda.

(d) Testing of platform, training of Seda staff in content management system, and provision of system technical and user guide documentation

The SP will conduct user acceptance testing with Seda in accordance with accepted software development industry standards.

4. Project Deliverables & Time Frames

The SP will be expected to deliver the following:

(a) User requirements document and user interface design for Seda approval - within one month of SP engagement (discovery phase).

(b) E-learning platform

- i. System architecture technical diagram - within two weeks of delivery of (a) above.
- ii. Agile development sprint workplan - within two weeks of delivery of (a) above.
- iii. Attendance at bi-monthly (fortnightly) progress meetings.
- iv. Delivery of developed platform for testing - within three months of approval of system architecture and development workplan.
- v. Final system delivery following user acceptance testing - within six weeks of delivery of developed platform as per iv above.
- vi. Training of Seda managers completed and system documentation provided - within 8 weeks of final system delivery.

(c) Development of initial set of subject learning content - content to be developed and integrated into CMS prior to milestone v. above.

5. Seda's Roles and Responsibilities

- (a) Provide SP with all necessary technical information on Seda's current Learning Academy platform.
- (b) Provide timeous responses to SPs information requirements and reviews of work done.
- (c) Convene and chair bi-monthly progress meetings. These meetings may be held in person or virtually; if held in person, meetings will take place at the Seda National Office in Hatfield, Pretoria.

6. Travel and Accommodation

No travel and accommodation costs will be re-imbursed. Any travel and accommodation for any SP outside Gauteng will be borne by the SP.

7. Information required in the Proposal/Quotations

A proposal/quotation must provide the following:

- (a) Confirmation of understanding of the scope of work and deliverables;
- (b) Confirmation of the SPs capacity to undertake the work, and examples of similar or relevant work performed;
- (c) Details of the technical team (individuals' qualifications and experience) who will be undertaking the work as well as details of the project manager who will be liaison with Seda;
- (d) Details of the ESD expert who will provide the content and direction for the required content as per Section 3 (c).
- (e) A high-level project timeline with key deliverables;
- (f) Itemised per-deliverable costing for the project, with a total inclusive of VAT.

8. Evaluation of the Proposal

8.1 Phase 1: SCM Document Assessment Criteria

The following pre-qualification criteria will form the basis of the evaluation all price proposals and failure to comply will result in the elimination of the price quotation for further evaluation:

- Submission of completed and signed SBD 4; and
- Submission of completed and signed SBD 6.1 documents.

8.2 Phase 2: Functionality Criteria

The following criteria will be used for evaluating all price quotations that met the pre-qualification criteria on the basis of functionality where price quotations must score a

minimum of **(70 points)** for functionality to qualify for further evaluation in terms of the 80/20 preference points system.

	Functionality Criteria	Points Allocation
1.	<p>Experience / Track record:</p> <p>Service Provider must have experience in delivering and implementing eLearning platforms.</p> <p>Provide three (3) contactable reference delivering and implemeting eLearning platforms.</p> <ul style="list-style-type: none"> ○ Three (3) References = 20 points ○ Two (2) References = 10 points ○ One (1) Reference = 5 points 	20
2.	<p>Technical Capacity:</p> <p>The service provider must provide the following:</p> <ul style="list-style-type: none"> • A detailed company profile outlining all eLearning platforms as its service offering. <ul style="list-style-type: none"> ○ Good = 20 points ○ Average = 10 points ○ Poor = 5 points • Provide a detailed Project Plan with time frames indicating the different activities and how it will be managed. <ul style="list-style-type: none"> ○ Good = 20 points ○ Average = 10 points ○ Poor = 5 points • Experiene of team members by providing detailed CV's that would illustrate their experience. <ul style="list-style-type: none"> ➤ Fifteen (15) years plus experience in develivory of training interventions in the ESD ecosystem 	<div>20</div> <div>20</div> <div>40</div>

	<ul style="list-style-type: none"> ○ Fifteen (15) years plus = 40 points ○ Ten (10) years plus = 20 points ○ Below ten (10) years = 5 points 	
Total Points (A FUNCTIONALITY SCORE OF LESS THAN 70 POINTS WILL ELIMINATE THE PRICE QUOTATION FOR FURTHER EVALUATION)		100

8.3 Phase 3: Preference Points System

Only qualifying price quotations that achieved the minimum points for functionality will be evaluated further on the 80/20 preference points system described in the Preferential Procurement Regulations, as follows:

	Preference Point Criteria	Points Allocation
1.	Price	80
2.	Broad-Based Black Economic Empowerment Status Level of Contribution	20
Total Points		100

9. TERMS AND CONDITIONS

- 9.1 Price quotations submitted must be inclusive of all costs and applicable taxes (VAT) and be valid for a period of at least 30 days.
- 9.2 The hourly rates of consultants must be in accordance with the rates issued and determined by the South African Institute of Chartered Accountants, Department of Public Service and Administration or the body regulating the profession of the consultant (if applicable).
- 9.3 Consultant's travel arrangements must be in line with government's travel cost containment measures [air travel, vehicle hire, accommodation rates, claiming kilometres according to the rates set by the Department of Transport] (if applicable).
- 9.4. No late price quotations will be accepted under any circumstances.
- 9.5. Suppliers/service providers submitting price quotations must be registered on the National Treasury Central Supplier Database (CSD).

- 9.6. Failure to submit a valid Sworn Affidavit (EME) or an original/certified valid B-BBEE Status Level Verification Certificate (other than EME or QSE) will result in no preference points being awarded for B-BBEE.
- 9.7. Suppliers/service providers must complete and return all the required documents, failing which, the supplier/service provider's quotation will be declared invalid.
- 9.8. This RFQ is subject to the National Treasury's General Conditions of Contract (GCC) that can be accessed on the following link:

<http://www.treasury.gov.za/divisions/ocpo/sc/GeneralConditions/General%20Conditions%20of%20Contract-%20Inclusion%20of%20par%2034%20CIBD.pdf>