



TERMS OF REFERENCE
APPOINTMENT OF A SERVICE PROVIDER
ISO 9001:2015 PHASE 2 – PILOT IMPLEMENTATION
(Central Office + 3 Campuses Only)

1. BACKGROUND

After completion of the ISO 9001:2015 Gap Assessment and Issuing of the Project Close-Out Report, Ikhala TVET College is now transitioning from the Assessment Phase to the Implementation Phase.

Gap Assessment results indicated:

- Overall Maturity Level = 3 Defined
 - 38% Compliant
 - 34% Opportunity for Improvement
 - 28% Non-Conformance
- Significant weaknesses identified in Clause 7 (Support) and Clause 8 (Operations)

Phase 2 of the Certification Roadmap is defined as follows:

- Phase 2 (Implementation) is the structured development and Institutionalisation of a QMS that is compliant and ready for certification.
- To enable learning, controlled implementation, internal capability transfer, practical proof of concept, and risk-managed change adoption, Ikhala TVET College intends to execute Phase 2 as a Pilot within:
 - Main Central Office
 - Three ~~of~~ campuses (Queenstown, Aliwal North Business and Engineering and Ezibeleni Engineering)

This will be used as a blueprint for a full-scale roll-out of seven campuses in 2027.

2. PURPOSE OF THE APPOINTMENT

To appoint a suitably qualified ISO 9001:2015 Implementation Specialist to develop and institutionalise a QMS framework and execute a Pilot within Ikhala TVET College.

3. PILOT IMPLEMENTATION OBJECTIVES

To achieve the following by December 2026:

- Fully documented and approved QMS framework
- Standardised Procedures in responding to ISO 9001 requirements development for Corporate Office and facilitation of the implementation for the pilot sites
- Training of all allocated Process Owners
- Facilitation of the ISO 9001 implementation
- Assist in informing the required Document, Data and Records Management System
- Internal Auditing
- Facilitation of the Management Review
- Assist in the development of the specification for the Certification Body
- Serve in the Certification Stages of the ISO 9001 (i.e. Stage 1 and 2)
- Give assistance to QA Office for the closing of the anticipated findings from the certification audits
- Internal QA capability development

4. PILOT SITES

The College shall designate the following pilot sites:

- Main Central Office
- Ezibeleni Engineering Campus
- Queenstown Campus
- Aliwal North Campuses (Business and Engineering)

The Service Provider shall only be required to operate from the designated pilot site.

5. DURATION

Pilot Implementation Period:

June 2026 – December 2026

7 months

6. KNOWLEDGE TRANSFER REQUIREMENT

A key requirement of the pilot is the demonstration of Institutional knowledge transfer.

The Service Provider shall:

- Conduct workshops for QA and Campus Management
- Develop implementation toolkits
- Document lessons learned
- Roll-Out Readiness Report
- Build QMS Champions within the institution

7. REPORTING STRUCTURE

The Service Provider shall report to the following:

- QA Department
- ISO Steering Committee to be established
- Executive Sponsor (Principal)

Monthly reports are required.

8. REQUIRED EXPERIENCE

The minimum requirements are:

- 5+ years of ISO 9001 implementation experience
- Multi-site implementation capability
- ISO 9001 Certified Entity
- Public sector/Tvet experience
- Demonstration of institutional change management capability

9. EVALUATION CRITERIA

Phase 1: Technical / Functional Evaluation Criteria

Qualification Threshold: Bidders must achieve a minimum of 75% to proceed to the next phase.

No	Functionality Criteria	Points	Documents to be submitted for Evaluation	Points Allocation
1	Technical Proposal - The bidder must demonstrate a clear understanding of the TOR, scope, and ISO 9001 implementation requirements, including development of a compliant and future-ready QMS.	40	- Detailed technical proposal - Understanding of project scope and objectives - Proposed QMS framework approach - Work plan with deliverables and timelines - Risk identification and mitigation plan	0 – No proposal or inadequate submission 10 – Limited understanding, generic proposal, unclear deliverables 20 – Adequate understanding with partial alignment to requirements 30 – Good understanding with clear deliverables and approach 40 – Excellent, detailed, and fully aligned proposal including risk mitigation and future ISO readiness
2	Relevant Experience - The bidder must demonstrate proven experience in ISO 9001 implementation, particularly in multi-site and public sector environments.	30	- Company profile - List of completed ISO 9001 projects 3 x Reference letters (with contactable references)	0 – No relevant experience 10 – Limited experience (1–2 projects, no multi-site exposure) 20 – Moderate experience with some relevant projects and references 30 – Strong experience including multi-site implementations
3	Implementation Methodology - The bidder must provide a clear, structured methodology for delivering the pilot implementation, including change	30	- Detailed implementation approach and phases - Change management strategy - Knowledge transfer and training approach	0 – No methodology submitted 5 – Poor methodology with major gaps 10 – Basic methodology with limited detail 20 – Good methodology covering key aspects

management and knowledge transfer.		Monitoring and reporting mechanisms	30 – Comprehensive, well-structured methodology including change management and knowledge transfer
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