

TERMS OF REFERENCE TO SOURCE A SERVICE PROVIDER TO UNDERTAKE THE MQA COMPREHENSIVE STUDY OF ANALYSING THE MQA PERFORMANCE FROM 2018 TO 2022

1. INTROUDCTION

The Mining Qualification Authority (MQA) is a public entity regarded as a Sector Education and Training Authority (SETA) in terms of item 4A to the second schedule of the Skills Development Act, Act no. 97 of 1998 (SDA). The MQA is listed as a schedule 3(a) public entity in terms of the Public Finance Management, Act no. 1 of 1999 (PFMA) and has an Accounting Authority (the Board) that is constituted in terms of the MHSA, the SDA, and its constitution.

The MQA is expected to inter alia respond to the National Development Plan (NDP) which aims to eliminate the historical and structural poverty, unemployment and reduce inequality by 2030. The NDP seeks to build the capacity of South African citizenry to ensure that South Africa has adequate, appropriate, and high-quality skills for economic growth, employment, and social development. The National Skills Development Plan (NSDP) among others, responds to it by outlining outcomes to be met by various agencies through various interventions to increase access to high quality and relevant education and training and skills development opportunities, including workplace learning and experience, to enable effective participation in the economy and society by all South Africans and reduce inequalities. The government's Economic Recovery and Reconstruction Plan has been developed to contribute towards the recovery and rebuilding of the economy following a period of stagnant economic growth and the outbreak of Covid 19 pandemic. To this end, the skills strategy has been adopted to support the implementation of the ERRP in which core and enabling delivery interventions were identified and organisations including SETAs are required to take action that that seeks to achieve the goal.

2. OBJECTIVE OF THE REQUEST FOR PROPOSALS

The Mining Qualifications Authority (MQA) wishes to appoint a service provider to undertake a comprehensive study aimed at analysing the MQA performance from 2018 to 2022 as part of the MQA annual Research Agenda. The MQA is expected to fulfil its skills development mandate. To

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address this requirement; the MQA has adopted a strategic approach that seeks to put research at the centre of planning and inform decision making. This being achieved through the following:

- Monitor external trends in education and training, nationally and internationally, and promote a learning and development culture in order to support continuous learning and improvement in the MMS.
- Develop a robust and reliable sector Labour Market Intelligence (LMI) framework and institutional capacity in order to make informed planning decisions.
- Identify and leverage research and skills planning partnerships.

In the context of this imperative, MQA is mandated to conduct research studies that provide labour market insights into skills demand and supply to guide the MQA skills development interventions in the MMS.

3. SCOPE OF THE COMPREHENSIVE STUDY

The comprehensive study is aimed providing an analysis to measure the programmatic performance of the Mining Qualifications Authority (MQA) over a five-year period from 2018 to 2022 with respect to achievements, challenges, and recommendations. The aim is to examine the MQA organisational or institutional performance in three thematic areas namely performance against outputs and strategic objectives in the Strategic Plan and Annual Performance Plans (target met in terms of entered and actual achievement), performance in relation to management and Performance in relation to grant expenditure (MG & DG). This also include providing nuances with respect to programmes with a break down in terms of provinces, specific interventions, target (by age, race, gender, and ability). The Mining Qualifications Authority (MQA) in South Africa plays a vital role in facilitating and promoting skills development through a plethora of skills development interventions within the mining and mineral sector. By collecting, consolidating, analysing, and assessing relevant data, this study aims to provide insights into the authority's performance, identify comprehensive data on the MQA's activities, initiatives, and outcomes from 2018 to 2022. This may include strategic plans, annual performance plans, annual performance, quarterly, monthly reports, audit findings, and stakeholder feedback, strengths and weaknesses and propose recommendations for improvement going forward.

3.1 Research goals /Objectives: to evaluate, improve, and optimize the MQA programmes in education, training, and skills development, and thus ensuring their relevance, effectiveness, efficiency, sustainability and impact on participants' employability and overall skill development in the mining and minerals sector. This is by doing the following:

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Collecting Data: Gather comprehensive data on the MQA's activities, initiatives, and outcomes from 2018 to 2022. This may include **strategic plans, annual performance plans, annual performance reports, quarterly, monthly reports, audit findings, and stakeholder feedback.**

Consolidating Data: Organize and structure the collected data to facilitate analysis and interpretation. Utilize appropriate data management tools or software to ensure accuracy and accessibility.

Develop performance metrics: to ensure a clear assessment framework to measure and compare performance across different areas of the MQA to comprehend the MQA performance during the study period. The focus is on relevance, effectiveness, (management), efficiency, sustainability, and impact. Examine how well these metrics align with the MQA goals and objectives by:

- Assessing through a structured approach, the relevance, effectiveness, sustainability, and impact of the MQA interventions during the period under review.
- Analysing trends and patterns in the MQA's performance over the five-year period. Identify key achievements, challenges, and areas requiring improvement.

Comparative Analysis: Compare the MQA's performance against similar Sector Education Authorities (SETAs) within other sectors of the economy in country. Benchmark the MQA's performance to identify areas of excellence and potential gaps.

Recommendations and Actionable Insights: Based on the analysis, provide evidence-based recommendations to enhance the MQA's performance. Propose strategies for improving organisational planning frameworks and operational procedures.

3.2. Methodology:

This study will adopt a mixed-methods approach, combining qualitative and quantitative data. Data collection will involve document analysis, surveys, interviews with MQA officials and stakeholders, and benchmarking against other authorities in skills development. Data will be analysed using appropriate statistical tools, thematic analysis, and comparative analysis techniques.

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3.3. Expected Contributions:

The study is aimed at contributing to the ongoing improvement of the MQA's performance by providing a comprehensive assessment of its activities and outcomes. The findings and recommendations will serve as a valuable resource for the internal stakeholders, within the MQA and beyond, policymakers and practitioners, institutions in the post schooling education and training sector (PSET), and stakeholders involved in skills development in the country.

4. EXPECTED RESEARCH DELIVERABLES AND OUTPUTS

The following will be the deliverables of the study:

- **Project Execution Plan (Project Inception Report):** a comprehensive document that outlines the research topic, problem statement, research questions, key objectives, value of the study, scope, timelines, deliverables, resources, risks, communication protocols, payment plan for each deliverable and stakeholders involved in a project, providing a blueprint for its successful implementation.
- **MQA policy (Literature) review and the theoretical Framework outlining** the conceptual approach-theories, models, ideas that will ground the study. (Theoretical model/ Conceptual framework and analytical tool to make sense of the MQA programme performance (meso level policy-programme implementation, M&E including risk management, reporting and impact) over the period in case). Key indicators of measurement of performance – relevance (responding to customer needs, national and sectoral imperatives, compare with other SETAs, agility, resilience, and ability to innovate adopt, adapt and change, explore new opportunities-ability to stay ahead of trends in the MMS), effectiveness (to measure the ability to use resources), efficiency (identify areas of improvement, eliminate waste, optimise processes and attain higher levels of productivity), sustainability (how well are the triple bottom line—economic, social, and environmental aspects are factored into).and impact (the organization's tangible and intangible effects on society, the environment, and the well-being of stakeholders. The positive changes beyond financial outcomes)
- **Research Design and Methodology-** research paradigm, methodological approaches, target population and sampling procedures, data collection methods, data analysis, ensuring trustworthiness (reliability, validity, and generalizability) of research findings, ethical considerations, delimitations, and limitations of the study.
- **Data sets and raw data:** Providing the collected data in a usable format, allowing other researchers to analyse and build upon the study's findings.

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- **Draft Analysis Report** which will undergo a review before being finalised (Staff, Research Review Team, Board). The draft report typically includes the methodology employed, data analysis, initial findings, and recommendations. It serves as a working document that allows stakeholders, experts, or project supervisors to provide input, suggest revisions, and ensure the accuracy and completeness of the study. Feedback received during the review process helps to refine the report, address any gaps or inconsistencies, and improve the overall quality of the final research report.
- **Presentation or slides:** A visual presentation summarizing the study's main points, which can be used to communicate the research findings to the internal stakeholders such as the staff, GSC and Board.

The following will be the outputs of the study:

- **Final Analysis report:** A comprehensive document outlining the topic, problem statement, research questions and objectives, the philosophical world view (paradigm) including methodology (hybrid), findings, and conclusions, providing an in-depth analysis of the research topic.
- **Executive summary:** A condensed version of the research report that provides an overview of the study's key findings, recommendations, and implications in a concise format.
- **Summary report:** A consolidated summary report providing insights in all thematic areas highlighting trends, crosscutting issues and sector specific areas with clear findings and recommendations (this can be submitted for publication or academic journals and or presented in workshops, seminars, roundtable discussions and conferences, contributing to the existing body of knowledge in the field and potentially influencing future research and discussions with regards to matters of skills demand and supply in the MMS.
- **Presentation or slides:** A visual presentation summarizing the study's main points, which can be used to communicate the research findings to a spectrum of stakeholders, decision maker, policy and practitioners, or a broader audience.

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5. PROJECT MANAGEMENT

The service provider appointed shall be given instructions by or shall report to the appointed project manager.

6. PROJECT PROPOSAL

Service providers wishing to submit proposals are required to include documents of statements on the following:

- 6.1. A short profile of the service provider;
- 6.2. All the documents required as per the evaluation criteria.

7. SUBMISSION

One (1) set of original proposal documents accompanied by four (4) hard copies and/or electronic submissions to tenders@mqa.org.za.

NB: Electronic submission of the proposal documents is allowed; the electronic submissions may be forwarded to tenders@mqa.org.za. Or preferable submit a memory stick with your proposal.

8. PROJECT PLAN

Based on the information provided in this document, the service provider is to submit a project plan with timelines, which the prospective service provider deems suitable for the delivery of the proposed project. The MQA will consider and approve of the project plan before commencement of the project.

9. PROJECT PRICING

- 9.1. The amount quoted must be denominated in South African Rand, and should include VAT.
- 9.2. The quoted price should be as per the scope work.
- 9.3. The MQA may subject the award of the tender to price negotiation with the preferred Bidder.

This will however be exercised subject to the following principles:

- Negotiation may not allow any preferred bidder a second or unfair opportunity.
- Is not detriment of any other bidder; and
- Does not lead to higher price than the bid as submitted.

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10. 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 based on technical requirements(capacity) and 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.

10.1 PHASE ONE (1): COMPLIANCE

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. B-BBEE Certificate 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 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 to address outstanding information within a reasonable timeline as determined by the MQA. The 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.

10.2 PHASE TWO (2) CAPACITY

Bids will be evaluated individually on score sheets by a representative evaluation panel according to the evaluation criteria indicated below. These functionality criteria will be broken down into a rating of no submission, poor, fair, satisfactory, very good and excellent. The proposal will be evaluated on a five-point scale as follows:

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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

KPA	ELEMENT	WEIGHT	Scoring Matrix
KPA	FUNCTIONAL	100	
1. Institutional or Organisational experience in research delivery (analysis, evaluation, and impact studies) related to skills development	Provide a minimum of 3 reference letters. For the reference letter to comply it must: ➤ Be on the client letter head, signed by relevant officials, dated, contactable (email/phone numbers), relating to work done within five years prior to closing date of request for proposal. ➤ Narrate the research work done. ➤ The letter must include confirmation that the work was successfully carried out or client is happy to recommend the service provider for work. NB: The MQA reserves	20	0=No compliant reference letters submitted 1=1 compliant reference letter provided 2=2 compliant reference letters provided 3=3 compliant reference letters provided. 4=4 compliant reference letters provided with at least one letter from a SETA environment indicative of research conducted within the skills development space. 5=5 or more compliant reference letters provided with at least two letters from a SETA environment indicative of research conducted within the skills development space.

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	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 non-compliant.		
2. Capacity by having expertise to undertake research	2.(a). Provide one (1) CV and certified copies of qualifications of a person at senior level (serving as the Lead researcher/Project Manager) who has a minimum of five (5) years' experience in conducting research with a qualification pitched at NQF level 9. NB: The proposal must indicate the name of the person to be individually evaluated as Lead/Project Manager, failure to which will result in a score of zero (0) being awarded.	25	0= No compliant CV submitted 1 = A compliant CV provided of a qualified person with less than 24 months' relevant experience and with relevant qualification pitched at NQF level 9 or higher. 2 = A compliant CV provided of qualified personnel with 24 – less than 60 months' relevant experience and with relevant qualification pitched at NQF level 9 or higher. 3= A Compliant CV provided of qualified personnel with 60 – less than 72 months' relevant experience and with relevant qualification pitched at NQF level 9 or higher. 4 = A compliant CV provided of qualified personnel with 72 – less than 84 months' relevant experience

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	CV must also indicate the company and duration of where the experience was acquired and certified company copies of qualifications must be attached. The qualifications certifying date stamp must be valid for 6 months prior to the closing date of this request for proposal. Project Team members who submit qualifications obtained from institutions outside South Africa must for each qualification submit certificate of evaluation from SAQA.		and with relevant qualification pitched at NQF level 9 or higher. 5 = A Compliant CV provided of a qualified person with 84 or more months' relevant experience and with relevant qualification pitched at NQF level 9 or higher.
	2 (b). Provide at least two (2) CVs of prospective project team members with a qualification pitched at least at NQF level 8 serving as the Senior Researchers and individually having 5 years' experience in	20	0=No compliant CVs submitted. 1= Compliant CVs provided of a qualified person with less than 36 months' relevant experience and with relevant qualification pitched at NQF level 8 or higher. 2= Compliant CVs provided of a

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	conducting research. NB: The proposal must indicate the names of the persons to be individually evaluated as Senior Researchers with individual 5 years' experience in conducting research, failure to which will result in a score of zero (0) being awarded. CV must also indicate the company and duration of where the experience was acquired and certified copies of qualifications must be attached. The qualifications certifying date stamp must be valid for 6 months prior to the closing date of this request for proposal.		qualified person with 36 less than 60 months' relevant experience and with relevant qualification pitched at NQF level 8 or higher. 3= Compliant CVs provided of a qualified person with 60 less than 72 months' relevant experience and with relevant qualification pitched at NQF level 8 or higher. 4= Compliant CVs provided of a qualified person with 72 less than 84 months' relevant experience and with relevant qualification pitched at NQF level 8 or higher. 5= Compliant CVs provided of a qualified person with 84 or more months' relevant more months' relevant experience and with relevant qualification pitched at NQF level 8 or higher.
	2 (c). Provide at least two (2) CVs of prospective project team	20	0=No compliant CVs submitted. 1= Compliant CVs provided of a qualified person with less than 7 months' relevant experience and with relevant qualifications pitched

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	members with a minimum qualification pitched least at NQF level 7 serving as the Junior Researchers with at least individual 12 months experience in conducting research. NB: The proposal must indicate the names of persons to be separately evaluated as Junior Researchers for individually experience in conducting, failure to which will result in a score of zero (0) being awarded. CV must also indicate the company and duration of where the experience was acquired and certified copies of qualifications must be attached. The qualifications		at NQF level 7 or higher. 2= Compliant CVs provided of a qualified person with 7 months – less than 12 months’ relevant experience and with relevant qualifications pitched at NQF level 7 or higher. 3= Compliant CVs provided of a qualified person with 12 –less than 24 months’ relevant experience and with relevant qualification pitched at NQF level 7 or higher. s 4= Compliant CVs provided of a qualified person with 24 – less than 37 months’ relevant experience and with relevant qualifications pitched at NQF level 7 or higher. 5= Compliant CVs provided of a qualified person with 37 or more months’ relevant experience and with relevant qualifications pitched at NQF level 7 or higher.
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	certifying date stamp must be valid for 6 months prior to the closing date of this request for proposal.		
3. Research proposal (with the topic. A comprehensive study of the MQA Programme Performance: A Five-Year Analysis-Achievement, Challenges and Recommendations.	Draw up a research proposal on a randomly selected MMS clearly stating the following sub-headings: 1. Introduction and background- provide an overview of the mining and mineral sector and its importance to the economy. 2. Problem Statement - outline the research problem or gaps in knowledge- in theory, research, or practice that the inquiry seeks to address. 3. Research purpose: aims, research questions and objectives of the study.	15	0=No compliant research proposal submitted. 1=Compliant proposal submitted without covering the main elements of the proposals. 2= Compliant proposal submitted covering less than the ten (10) elements. 3= Compliant proposals submitted covering all the ten (10) elements of the proposals. 4= Compliant proposals submitted covering all the ten (10) elements of the proposals and Risk Register with a risk mitigation plan. 5= Compliant proposals submitted covering all the ten (10) elements of the proposals and Risk Register with a risk mitigation plan as well the budget.

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	4. Importance of the study- discuss the potential (skills development) implications and benefits of the research for the MQA and more importantly in the MMS. 5. Theoretical Framework- (Brief review of literature) – explain the conceptual framework and that analytical tool to be applied to make sense of the topic. This means briefly highlighting theories/models or ideas that will form the foundation and inform various phases of the research. 6. Research Methodology- Describe the overall approach and design of the		
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	design of the study – indicating whether it is qualitative or quantitative methodology. The preference is both the application of both and the justification of their choice. 7. Target population and sampling framework- explaining the methods and techniques to be used to select population and the rationale thereof. 8. Data Management – discuss data collection and techniques to use, outlining statistical and qualitative data analysis techniques to be used to make sense of data and make inferences and draw conclusions.		
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	9. Reliability and Validity-explain how trustworthiness of findings will be ensured to ensure credibility, dependability of the study. 10. Limitations and delimitations of the study. Please note the proposal must have the stated elements, clearly marked as subheadings		
Total		100	

All service providers who will score less than 60 out of 100 points for Capacity/functionality will not be considered further and will be regarded as having submitted a non-responsive proposal.

11.3. 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	15	
Maximum Points		

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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		Documents for verification
Maximum Points	5	
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

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.

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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.

11. TERMS AND CONDITIONS OF THE PROPOSAL

- 12.1** Awarding of this contract will be subject to the service provider's acceptance of the Supply Chain Management's general conditions of contract.
- 12.2** The appointed service provider will enter into a service level agreement with the MQA, which will include amongst others:
 - 12.2.1** Period of agreement.
 - 12.2.2** Project objectives and scope.
 - 12.2.3** Method of communication.
 - 12.2.4** Disputes; and
 - 12.2.5** Termination of contract and other specific matters will be agreed upon to form part of the service level agreement.
- 12.3** The MQA reserves the right to terminate the contract if there is clear evidence of non-performance or poor performance.
- 12.4** 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.
- 12.5** The MQA may at its sole discretion award an assignment or any part thereof to more than one service provider(s).
- 12.6** Payments will only be made for acceptable work completed and delivered.
- 12.7** Any deviation from the project plan should be put in writing and signed by the project manager.
- 12.8** Any suggestions during the progress meetings, once accepted by both parties, shall

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form part of the contract.

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

13. DURATION

The duration of the project is eighteen (18) months and the successful service provider will be expected to commence with the work upon the signing of the memorandum of agreement with the MQA.

14. BRIEFING SESSION

The MQA will organise a research briefing session for the potential bidders to spell out the specific requirements for the service provider to conduct research. **A non-compulsory briefing session will take place as follows:**

Date: 14 August 2023

Time: 10:am

Place: MQA Head Office (Block B), No.7 Anerley Road, Parktown, Johannesburg

15. CONTACT PERSON FOR ENQUIRIES

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

Supply Chain Management Enquiries

Ms Tsholo Dilape

(011) 547 2628

E-mail Address: TsholoD@mqa.org.za

AND

Technical enquiries related to this bid must be forwarded to:

Mr Joseph Komane

Tel: (011) 547 2639

Email Address: josephk@mqa.org.za