



### **REQUEST FOR QUOTATION (RFQ)**

The South African Qualifications Authority (SAQA) invites Service Providers to submit Proposals for requirements stipulated below:

|                                                      |                                                                                                                                                            |
|------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>DOCUMENT NUMBER:</b>                              | <b>SAQA: HR 7/2021</b>                                                                                                                                     |
| <b>RFQ ISSUE DATE:</b>                               | <b>03 June 2021</b>                                                                                                                                        |
| <b>RFQ CLOSING DATE AND TIME:</b>                    | <b>10 June 2021 @ 12H00</b>                                                                                                                                |
| <b>PRICING VALIDITY PERIOD</b>                       | <b>30 DAYS (FROM RFQ CLOSING DATE)</b>                                                                                                                     |
| <b>PERIOD</b>                                        | <b>12 MONTHS</b>                                                                                                                                           |
| <b>DESCRIPTION:</b>                                  | <b>To appoint a suitably qualified service provider with the expertise to conduct a work-study project on SAQA's Authentication and Ratification unit.</b> |
| <b>RESPONSES TO THIS RFQ SHOULD BE FORWARDED TO:</b> | <b>Email to <a href="mailto:kgovender@saga.co.za">kgovender@saga.co.za</a></b>                                                                             |
| <b>ENQUIRIES:</b>                                    | <b>Ms. P. Flanagan on 012- 431 5021 or <a href="mailto:pflanagan@saga.co.za">pflanagan@saga.co.za</a></b>                                                  |

## **TERMS OF REFERENCE**

### **1. INTRODUCTION**

1.1 The South African Qualifications Authority (SAQA) is a public entity listed in Schedule 3A of the Public Finance Management Act (PFMA). It is mandated by the National Qualifications Framework (NQF) Act, 67 of 2008, to oversee the further development and implementation of the NQF, advance the objectives of the NQF and coordinate its three Sub-Frameworks.

1.2 SAQA always strives for high performance, understands the importance of organisational effectiveness, and continues to implement the necessary interventions required to ensure the success and long-term sustainability of SAQA in an ever-changing educational landscape.

### **2. PURPOSE**

2.1 The purpose of this Request for Quotation (RFQ) is to appoint a suitably qualified service provider with the expertise to conduct a work-study project on SAQA's Authentication and Ratification unit. The Authentication and Ratification unit falls within the NQF Operations Division and is central to the core business of SAQA. This unit deals with the verification of national qualifications and the ratification of international qualifications against the South African National Qualifications Framework (NQF).

2.2 SAQA has recently undergone a major restructuring exercise during May 2021, where the DPSA methodology framework for public entities was used. This process saw the Directorate for Foreign Qualifications, Evaluation & Advisory Services and the Verifications Project Directorate merge into the Authentication and Ratification unit.

2.3 The outcome of this contract must be to provide output/work productivity from the given quantity of resources within the Authentication and Ratification unit. This process must systematically analyse the existing operations, resources, processes, and work methods within the unit to ensure the following:

- Optimal implementation of SAQA's legislated mandate;
- Efficient and customer-centric administration of the legislated mandate;
- A focus on 4 IR innovations and use of automation;
- Effective and efficient inter-institutional coordination and collaboration;
- Pro-active NQF Management with up-to-date NQF data and insights;
- Cost-effective, efficient, and lean administration;
- Optimal utilization of staff capabilities and potential;
- A high-performance culture;

To appoint a suitably qualified service provider with the expertise to conduct a work-study project on SAQA's Authentication and Ratification unit.

- Best-practice solutions to address paying client' needs;
- Flexibility to deal with changes quickly and efficiently; and
- Internal collaboration and a multi-skilled and capable workforce.

### 3. SCOPE OF SERVICES

3.1 Conducting a full work-study project on the Authentication and Ratification unit that must be delivered in line with service level standards, which will include the following:

- 3.1.1 Conducting a Method study or motion study to systematically record and critically examine the existing and proposed ways of doing work. This must be done to develop and apply easier and more effective methods to reduce costs.
- 3.1.2 Conducting a work measurement which will establish the time an employee needs to carry out a specified job at a defined level of performance. This must be benchmarked against the KPA's for the particular job and align with the business process policy
- 3.1.3 To provide a functional plan for implementation of the proposed work methods considering automation to increase operational efficiency in the Authentication & Ratifications unit.
- 3.1.4 To produce and present detailed reports at each stage, with recommendations to SAQA's management team via a workshop, using Cisco Webex / Zoom or a similar platform (if face-to-face meetings are not an option).

3.2 It is estimated that the duration of this assignment will take a maximum of 16 working days and the required timelines must deliver on the following in a logical order:

- (0.25) day project initiation and briefing meeting with People Management, the Senior Manager Authentication and Ratification, the Supply Chain Manager, and the Executive: Governance, People & Stakeholders;
- 5.25 workdays for work sampling/data collection;
- 3 workdays for data analysis;
- 5 workdays for developing and refining efficient work methods;
- 0.25 day to present recommendations to SAQA senior management, executive team,
- 0.25 day to present recommendations to monitoring and evaluation team ;

#### 4. SERVICE LEVELS AND APPLICABLE PENALTIES

| Service                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Description                                                                                 | Target                       | Penalty                   |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|------------------------------|---------------------------|
| <p>1. Conducting a Method study or motion study to systematically record and critically examine the existing and proposed ways of doing work.</p> <p>2. Conducting a work measurement that will establish the time an employee needs to carry out a specified job at a defined level of performance.</p> <p>3. To provide a functional plan for implementation of the proposed work methods considering automation to increase operational efficiency in the Authentication &amp; Ratifications unit.</p> <p>4. To produce and, present detailed reports at each stage, with recommendations to SAQA's management team via a workshop, using Cisco Webex /Zoom or a similar platform (if face-to-face meetings are not an option).</p> | <p>Failure to conduct and deliver the project and its outcomes as per agreed timelines.</p> | <p>The agreed timelines.</p> | <p>20% of the invoice</p> |

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#### **4.1 Penalty Maximum Limit and Service Disputes:**

- 4.1.1 The maximum penalties will be limited to 20% per month of the total monthly service delivery costs.
- 4.1.2 Should SAQA issue a service deficiency notice to the Service Provider more than twice in any rolling 6-month period, SAQA shall be entitled, but not obliged, to immediately terminate the contract in writing.
- 4.1.3. SAQA shall be entitled to deduct from any monies payable to the Service Provider, an amount equivalent to the value of any substandard performance or non-performance of any or all of the Services by the Service Provider. SAQA, acting reasonably, shall in its discretion determine the amount of the deduction.
- 4.1.4 Without detracting from any other obligations of the Service Provider, the Service Provider shall render the Services in accordance with the service levels, timeframes and subject to the penalties set out above.
- 4.1.5 The Service Provider shall not be entitled to any service credits should the Services be delivered within or ahead of target timeframes.
- 4.1.6 The deduction of a penalty by SAQA does not exempt the Service Provider from resolving the performance deficiency timeously, nor does it prevent SAQA from deducting further penalties until the performance deficiency is resolved by the Service Provider to SAQA's satisfaction.
- 4.1.7 SAQA reserves the right to enter into Service Disputes at any point in time with the view of contract cancellation, should the deliverables not be met on time during a Service Dispute, the service provider shall continue to render services per these service levels.

## 5. PROPOSAL FORMAT

5.1 The bidding company is required to submit a proposal with a price schedule in response to the Terms of Reference in the following format:

| <b>DETAIL OF PROPOSAL DOCUMENTS (SUBMISSION FORMAT CHECKLIST)</b><br>(BIDDERS MUST INDICATE WITH A TICK IF THEY COMPLIED OR NOT-COMPLIED WITH THE FORMAT)                                                                                                                                                                                                                                                                           | Comply | Not-Comply |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|------------|
| <b>Part 1: Bid document including SBDs</b><br>Bidders must complete and submit all required Standard Bid Documents: SBD 3.1, SBD 4, SBD 6.1, SBD 8, and SBD 9.                                                                                                                                                                                                                                                                      |        |            |
| <b>Part 2: SARS Tax Compliance Requirement</b><br>Bidders must state their National Treasury (CSD) Central Supplier Database's Supplier Number or Unique number and Tax Pin in their bids to enable SAQA to confirm suppliers' tax status. <b>(RECENT CSD REPORT MUST BE ATTACHED)</b>                                                                                                                                              |        |            |
| <b>Part 3: B-BBEE Certificate</b><br>Bidders are required to submit the original and valid B-BBEE Status Level Verification Certificates or certified copies thereof with the SANAS logo visible on it together with their price quotations to substantiate their B-BBEE rating claims. However, bidders who qualify as EMEs may submit a sworn affidavit signed by the EME representative and attested by a Commissioner of oaths. |        |            |
| <b>Part 4: Senior specialists proof of educational qualifications</b><br>To qualify for points, the bidder must submit their copy of their NQF Level 7 or above qualification (SAQA will verify the qualification).                                                                                                                                                                                                                 |        |            |
| <b>Part 5: Senior specialist's CV's</b><br>The service provider must demonstrate by attaching the full CV of the senior specialist, showing their experience in organisational development, and their knowledge, skills, and ability to provide SAQA with the required service.                                                                                                                                                     |        |            |
| <b>Part 6: Reference letters on the company's letterhead.</b><br>The letters must be signed at a senior level of similar services provided. Letters should reflect the date of the signature, not older than 36 months.                                                                                                                                                                                                             |        |            |

## 6. EVALUATION CRITERIA

6.1 The bid will be evaluated in two (2) stages:

Stage 1: Functionality Evaluation; and  
Stage 2: Price and B-BBEE Evaluation.

### STAGE 1 - FUNCTIONALITY EVALUATION

The functionality will be scored against the following criteria. Please note that where a "Minimum Rating to Qualify" for a criterion has been indicated, bidders will be disqualified where the bidder does not achieve the minimum rating.

| <b>FUNCTIONALITY</b><br><b>(Bidders must score at least 80 points)</b>                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |               |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| <b>Criteria</b>                                                                                                                                                                               | <b>Sub-criterion</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <b>Points</b> |
| Senior specialists proof of educational qualifications.<br><br>(To qualify for points the bidder must submit a copy of their qualifications, with a minimum of an NQF Level 7 qualification). | Minimum NQF Level 7 certified educational qualifications<br><b>(10 points)</b><br><br><b>NB: SAQA reserves the right to authenticate the qualifications.</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <b>10</b>     |
| The service provider must demonstrate by attaching the full CV that the specialist has the experience, knowledge, skills, and ability to provide SAQA with the required service.              | The CV must detail the experience in organisational development; understand the regulatory framework: <ul style="list-style-type: none"><li>• Senior specialist with no working experience = <b>0 points</b></li><li>• Senior specialist with up to 3 years working experience = <b>5 points</b></li><li>• Senior specialist with up to 4 years working experience = <b>10 points</b></li><li>• Senior specialist with 5 years working experience = <b>15 points</b></li><li>• Senior specialist with 6 years working experience = <b>20 points</b></li><li>• Senior specialist with 7 years and more working experience = <b>30 points</b></li></ul> | <b>20</b>     |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                   |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|
| <p>Attach signed reference letters on the company's letterhead. The letters must be signed at the correct level. They should reflect the date of the signature, not more than 36 months old, where the provision of work-study services was successfully provided.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                           | <p>The name of the organisation where the provision of work-study services was successfully provided. SAQA reserves the right to contact these organisations, without prior notice to the bidder:</p> <ul style="list-style-type: none"> <li>• A bidder with no reference letters of services = <b>0 points</b></li> <li>• A bidder with three reference letters of services = <b>10 points</b></li> <li>• A bidder with four reference letters of services = <b>15 points</b></li> <li>• A bidder with five reference letters of services = <b>20 points</b></li> <li>• A bidder with six or more reference letters of services = <b>35 points</b></li> </ul> | <p><b>35</b></p>  |
| <p><b>A full proposal to outline how the required service will be provided</b></p> <p>The service provider must:</p> <ul style="list-style-type: none"> <li>• Describe, in detail, the methodology, including all the <u>activities</u> it will carry out to achieve the necessary outcomes, within the <u>period</u> and according to the <u>service level standards</u> mentioned in the Terms of Reference;</li> <li>• Describe how the full scope of work will be <u>managed</u> to ensure the necessary responsibilities and controls; and identify any possible <u>risks</u> that might hinder the delivery of all aspects of the service and indicate how those risks will be <u>mitigated</u></li> </ul> | <ul style="list-style-type: none"> <li>• Methodology (= <b>20 points</b>)</li> <li>• Management (= <b>5 points</b>)</li> <li>• Risks &amp; mitigation strategies (= <b>10 points</b>)</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <p><b>35</b></p>  |
| <p><b>Total</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <p><b>100</b></p> |

## 6.1 MINIMUM SCORING

6.2.1 To qualify to be evaluated for the phase following functionality, a bidder must obtain a minimum of 80 points out of the total points for functionality.

6.2.2 The qualifying bids will be evaluated per the 80/20 preference point system, as contemplated in the Preferential Procurement Policy Framework Act (Act 5 of 2000), Preferential Procurement Regulation 2017.

## 7. POINTS AWARDED FOR B-BBEE STATUS LEVEL OF CONTRIBUTOR

7.1 In terms of Regulation 6 (2) and 7 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution per the table below:

| B-BBEE Status Level of Contributor | Number of points<br>(80/20 system) |
|------------------------------------|------------------------------------|
| 1                                  | 20                                 |
| 2                                  | 18                                 |
| 3                                  | 14                                 |
| 4                                  | 12                                 |
| 5                                  | 8                                  |
| 6                                  | 6                                  |
| 7                                  | 4                                  |
| 8                                  | 2                                  |
| Non-compliant contributor          | 0                                  |

## 8. STAGE 2 - PRICE SCHEDULE AND B-BBEE

### TOTAL COST OF OWNERSHIP PRICING SCHEDULES SBD 3.1

**NOTE: ONLY FIRM PRICES WILL BE ACCEPTED**

| Costs per process as per Scope (Section 3.1 above)                                                                                                                                                                 | Amount         |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|
| 1. Conduct a Method study or motion study to systematically record and critically examine the existing and proposed ways of doing work.                                                                            | R .....        |
| 2. Conduct a work measurement that will establish the time an employee needs to carry out a specified job at a defined level of performance                                                                        | R .....        |
| 3. Provide a functional plan for the implementation of the proposed work methods to increase operational efficiency in the Authentication & Ratifications unit.                                                    | R .....        |
| 4. Produce and present detailed reports at each stage, with recommendations to SAQA's management team via a workshop, using Cisco Webex / Zoom or a similar platform (if face-to-face meetings are not an option). | R .....        |
| VAT and any other disbursements (please clarify)                                                                                                                                                                   | R.....         |
| <b>GRAND TOTAL (All inclusive)</b>                                                                                                                                                                                 | <b>R .....</b> |

**\* Bidders may submit a cost breakdown on a separate annexure if so required.**