

1. Framework for Bid – A proposal format guideline

This appendix of the RFB defines the expected layout and format of the Service Provider's bid.

To facilitate the review of all Service Provider bids, INSETA requires Service Providers to organise their bids to directly address the items listed in this section. All matters addressed in this RFB shall be addressed in the framework below.

Should a Service provider wish to provide additional information, that information should be appended to the specific section of the bid to which it pertains and/or be referred to and included in a file of annexures.

INSETA requires clear factual responses, not brochures or other marketing materials. The content of the bids shall determine the merit of each Service Provider.

The following three paragraphs should be read in conjunction with the main criteria descriptions listed in the main RFB document.

2. Response to General Requirements

- Service Provider Background and History
 - Date that the firm was founded
 - Historical background
 - Revenue history of the firm and summary of the last three years financial performance
 - Services provided by the Service Provider
 - Applicable CV's.
- Service providers relevant experience
 - List of current customers/clients and their locations:
 - List of contacts within these customers/clients
 - Notation as to which customers/clients would be available for site visits/reference details
 - Description of the experience relevant to this RFB
 - Insurance Sector clients
- Service Provider Capabilities
 - Description of experience in the education and training industry.
 - Description of current infrastructures, including, but not limited to staffing numbers.

- Description of accreditation of the service provider. (Primary and programme accreditation if these are different for different education and training programmes)
- Expertise and experience in running training programmes ,.
- Change management and project management skills . Change management in this context would refer the ability to provide soft skills (mentor) support to learners for the duration of the programme.
- Expertise in legislative and regulatory framework within which INSETA functions, e.g. SAQA Act, Skills Development Act, etc.
- General Issues
 - Outstanding/current contractual obligations and liabilities.
 - Major litigation against the company, abnormal contractual obligations and liabilities.

3. Response to the Project requirements

The primary requirement of this part of the Service Provider's bid is that the primary bidder must demonstrate possession of the required resources, e.g. human and financial to provide and maintain the training services as set out in this RFB, unless that component is to be provided by a different learning provider, in which case the learning provider must clearly indicate-

- the procedures that it will apply to achieve the required service levels. The descriptions should cover all the aspects of the Service Provider's responsibilities;
- a description of staff available (assessors , moderators and subject matter experts included) to provide the services and render support when required;
- a description of its document management system, education management system linked to the NLRD system, with due consideration of the needs identified in this RFB;
- a description of its approach towards the development or sourcing of training material and presentation of training; and
- any physical infrastructure e.g. IT services, geographical dispersed offices, etc. to fulfill the tasks.

4. Response to the ability to implement

In this section the Service Provider should provide enough information about the Service Provider's approach to the implementation task to permit INSETA to make a valid assessment of the Service Provider's abilities. At a minimum, the following information should be provided:

- The date that the Service Provider could commence with the Project
- A complete description of the services that the Service Provider would label as project initiation .
- A detailed work plan including detailed activities, timing and responsibilities. This must include all activities for the duration of the project, from when a service provider could be appointed, achieving of all the deliverables listed in the RFB, until project completion when the assessment process is completed.
- The proposed staff dedicated to the project initiation/induction process.