



inseta

**INSURANCE SECTOR EDUCATION
AND TRAINING AUTHORITY**

PROGRAMME OFFICE

**The Insurance Sector Education and Training
Authority (INSETA)**

**Request for Bid:
DOL SLA New Venture Creation Project 2007-08**

Tender: IPO/08/2007

Date issued: 20 May 2007

Closure date: 26 June 2007 at 11:00

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The Insurance Sector Education and Training Authority (INSETA)

Request for Bid (RFB): DOL SLA New Venture Creation Project 2007-08

1. High level project objective

This project is aimed at addressing a DOL SLA requirement related to the establishment and support of New Venture Creation (NVC), through which 2 Institutions that offer the NVC qualification are identified and supported, and 54 learners achieve the NVC qualification and are assisted to start new ventures in the Insurance Industry.

2. Background to INSETA

The Insurance Sector Education and Training Authority (INSETA) was established in terms of the Skills Development Act 97 of 1998. INSETA is required to promote, facilitate, monitor and research education and training in the Insurance Sector. To this end, INSETA must:

- Monitor and evaluate employers Skills Planning and Implementation Reports
- Develop, implement and monitor the implementation of the Insurance Sector Skills Plan within the framework of the NSDS
- Fulfill its duties as an accredited Education and Training Quality Authority (ETQA) within the NQF as approved by the South African Quality Authority (SAQA)
- Establish, register, implement and promote Learnerships in the Sector
- Disburse mandatory and discretionary grants within the Sector
- Promote and encourage SMME participation within the spirit and ambits of the Skills Development Act, the National Skills Development Strategy and the National Qualification's framework.

3. Requirement for this Project

Research has shown that the Insurance industry has a requirement for the supply of specialist support type of services to the Industry.

This project is aimed at assisting interested parties, that would like to start their own new ventures, but who require requisite knowledge and skills to establish such ventures. The programme will be delivered with the theory and work-place practical application done in an integrated way, and with strong coaching and mentoring happening in the workplace as well.

The initial phase of the project should run for at least 6 months, after which the learners will be required to establish their own businesses with ongoing work place, institutional and

coaching support. This is the business incubation phase, and will happen for another 12 months, after which the new ventures will be “rated” against success criteria agreed between INSETA, the host company, the learning institution, and the Learner at the start of the programme.

The 12-month phase will also be run as an Internship, and funds will be set aside for this, to pay the learner in the business set-up phase, as a business intern.

The 2 identified institutions must be able to facilitate the process from sourcing of learners through to completion and evaluation of the new ventures.

4. Tender aim

The objective of this RFB is to invite interested parties to submit bids for consideration, to be appointed subject to the provisions of this RFB, that can be selected as one of the two institutions, and / or that can provide NVC training qualification to 54 learners.

5. General conditions and Information

5.1. Issuer

The RFB is issued by INSETA.

5.2. Contact for Inquiries

Inquiries related to this RFB may only be addressed for the attention of Ms Shamika Pillay at the following addresses:

Postal Address:
INSETA Programme Office
PricewaterhouseCoopers
Private Bag x36
Sunninghill
2157

Physical Address:
INSETA Programme Office
PricewaterhouseCoopers
Office E/2/44B
2 Eglin Road
Sunninghill

Enquiries can be submitted by e-mail to insetapo@exordia.co.za or by fax to 011 209 4193, reference “Tender IPO/08/2007

Only written enquiries will be accepted until 19 June 2007.

6. Procurement Schedule

Potential Bidders (“Bidder”) to this RFB are to adhere to the following schedule of events in this procurement process. The INSETA reserves the right to change this schedule at any time. Parties concerned will be notified as and when necessary:

Publishing of RFB	Newspapers – 20 May 2007 Tender bulletin – 25 May 2007
Deadline for response to the RFB	26 June 2007 @ 11:00
Selection/short listing	2 July 2007
Site Visits and demonstrations	6 July 2007
Bid presentations and final evaluation	12 July 2007
Appointment of Bidders	20 July 2007

7. Bids

The intention is to appoint a Bidder to provide the services listed in this RFB.

A Bidder must submit only one bid.

To be considered, each Bidder must submit a complete response to this RFB to the INSETA Programme Office, PricewaterhouseCoopers, 2 Eglin Road, Sunninghill by not later than 11:00 (SA Time) on 26 June 2007. Bids can only be submitted via courier or hand delivery, but the date and time of receipt will only be registered when it is physically received by the INSETA Programme Office.

A complete response must include the following;

- A written response to the main criteria described in this document, including audited financial statements for the primary bidder, or any consortium or joint venture members.
- Appendix A the General Conditions of Contract must be attached and must be initialed on **all** the pages
- Appendix B the Application for tax clearance certificate can be used but an **original** tax clearance certificate must be attached.
- Appendix C the Declaration of interest must be filled in and signed by the primary bidder and each consortium or joint venture member.
- Appendix D the HDI preference claim form must be completed and signed, irrespective of whether any points are claimed or not.
- Appendix E: Promotion of small business claim form must be completed and signed, irrespective of whether any points are claimed or not
- Appendix F: Declaration of past supply chain management practices must be completed and signed.

A guideline that defines the expected layout of the response submitted is attached as Appendix G.

Appendix H contains a checklist that must be completed and which must form the first page of the bid submitted

Any response to the RFB that does not include the above listed compulsory information and documentation and format will automatically be disqualified from further consideration.

The bid must include a statement as to the period during which the bid remains valid/firm. The bids must be valid/firm for a period of 3 months from the due date for responses to be submitted (i.e. from 26 June 2007 to 26 September 2007).

The Bidder must provide seven (7) hard copies and one (1) MS Word copy of the bid.

The submitted bids will not be returned and receipt of all tender bids will be recorded in a register at the point of receipt.

8. Acceptance of Bid Content

The content of this RFB, the selected bid, the General Conditions of Contract (GCC) as well as service level agreements will be included as part of the contractual obligations of the successful Bidder, if a contract ensues. The GCC is attached to this RFB **and must be initialed on all pages and submitted with the bid.**

Failure of the successful Bidder to accept the obligations stated within the RFB, GCC and the submitted bid, unless otherwise agreed to in writing by both the Bidder and INSETA may result in cancellation of the award of the contract.

9. Economy of Bid Preparation

Each bid should be prepared simply and economically, providing a straightforward, concise description of the Bidder's ability to meet the requirements of the RFB.

Emphasis should be on a clear, concise, factual bid that provides a total solution, from selection as preferred Institution or appointment as learning provider, to completion of the NVC evaluation process and submitting information to DOL.

10. Bidder Response

Each Bidder must respond fully to the RFB noted in the invite. At a minimum, each item must be responded to as prescribed. However, the Bidder may provide additional information on relevant items.

11. Contract Objectives

In contracting with the Bidder(s) pursuant to this RFB, INSETA seeks to accomplish the following major objectives:

- To identify 2 Institutions that offer the NVC qualification.
- To identify and support 54 learners to participate in the NVC qualification and to assist them to start new ventures that support the Insurance Industry.

12. Incurring of Costs

Costs incurred by any party in responding to this RFB are for the responding party concerned and INSETA will not be liable for any such costs.

13. Acceptance/Rejection of Bids

INSETA reserves the right to accept or reject, wholly or in part, any of the bids submitted in response to this RFB within its sole discretion and having due regard to any applicable legislation or regulations.

The Bidders whose bids are accepted will be required, respectively, to enter into either -

- an agreement relating to the provision, implementation and maintenance of the Services defined in this RFB; and
- a business relationship agreement and service level agreement relating to the supporting of identified Institutions.

These agreements will govern the relationship between the parties and will contain key performance indicators and sanctions for non-compliance.

The terms and conditions of this RFB and the selected bid(s) will be incorporated into the agreements as part of the contractual obligations of the successful Bidder, it being specifically provided that the respective Bidder will be bound by any statements and representations made in its bid. Failure by any of the successful Bidder(s) to accept the terms and conditions contained in this RFB and the submitted bid, or a failure by the parties to conclude the required agreements by the date stipulated will entitle INSETA to cancel the award of the contract without prejudice to any rights or claims for damages which it may have. INSETA will have no obligations whatsoever vis-à-vis the Bidder(s) should the award of the contract be so terminated.

Should any service be provided by the successful Bidder prior to the conclusion of the required agreements, such services shall be provided upon the terms and conditions contained in this RFB as read with the accepted bid, unless agreed otherwise in writing between the parties.

14. Provisions relating to Subcontractors and Consortiums

The Bidders whose bids are accepted will be required to assume responsibility for delivery of all services required in terms of this RFB, whether or not the bid was a single provider bid, a consortium or joint venture bid, or whether any part of the services are sub-contracted to a third party, it being specifically recorded that any agreements concluded pursuant to this RFB will be concluded only with the successful Bidder. Further, INSETA will consider the Bidder whose bids are accepted to be the sole point of contact with regard to all services contemplated in this RFB, including payment of any and all charges resulting from the provision of such services.

A number of Bidders may respond to the RFB as a consortium or joint venture in order to provide the capabilities to address all the service requirements of INSETA. Should this be the case, there must be a single point of contact with regard to contractual matters, including payment of any and all charges resulting from the anticipated contract. It is further recorded that all such Bidders shall be jointly and severally liable for all obligations and liabilities arising from any agreements concluded pursuant to this RFB

To be considered a valid bid, it is compulsory that the bid must include the following information for all parties included in the consortium or joint venture, or when any portion of the service are sub contracted:

- List of all consortium or joint venture members or subcontractors.
- Consortium or joint venture members or Subcontractor names and addresses.
- Complete description of work to be conducted by any Consortium or joint venture member or subcontracting party.
- Descriptive information concerning the Consortium or joint venture member or subcontractor's organisation, including HDI Status
- References of each Consortium or joint venture member or subcontractor.
- Last three years Audited financial statements of each Consortium or joint venture member or subcontractor (excluding individual assessors, moderators, and subject matter experts that the learning provider may use)

Tax clearance certificate issued by the South African Revenue Services for each Consortium or joint venture member or subcontractor

INSETA shall have the right to approve or not approve subcontractors for any portion of services required under this RFB and to require the Bidder whose bids were accepted to replace subcontractors found to be unacceptable.

The Bidder whose bid is accepted is responsible for adherence by the subcontractor to all provisions of any agreements concluded pursuant to this RFB. In addition, the activities performed by all subcontractors must be integrated with the operations/location of the Bidder whose bid is accepted, such that INSETA perceives a single service entity from an operational point of view.

It will be expected of the successful tenderer/s to sign and agree to the INSETA's Code of Conduct for Bidders. Failure to sign this, may lead to INSETA not accepting the bid.

15. Late Tenders

Tenders are late if they are received at the address indicated in the tender documents after closing time of 11:00 on 26 June 2007.

16. Tender evaluation process

16.1. Evaluation Process

Any response to this RFB will be fully evaluated in two phases, i.e.:

Phase 1:

- The bid will be verified to confirm that the minimum criteria have been met, i.e. all requested and compulsory documentation has been submitted.
- Bids complying with the minimum criteria scrutiny will be evaluated by an evaluation committee based on the criteria listed below. Use will be made of a predefined question sheet and a scoring matrix. The scores for the bids will be listed and a proposed shortlist submitted to INSETA for consideration.

Phase 2:

- The short listed Bidders will be invited for presentations that will form part of the final evaluation.
- A site visit to the short listed Bidder offices might be conducted, depending on the requirements of the evaluation committee.

16.2. Selection Criteria

The following main criteria will be used for evaluation of tenders:

- Proposed approach and response to RFB requirements.
- Understanding of the requirements and objectives to be achieved.
- Accreditation status and motivation for consideration as a preferred institution
- Previous education and training provision experience in the delivery of this qualification
- General business and financial soundness.
- Current and past customer references.
- Historically disadvantaged individual status (HDI status)
- SMME promotion
- Site visit to the Bidders.
- Price evaluation

Bids will be evaluated based on the main criteria and a list of questions applicable to each of the criteria.

17. Tender information to be submitted

Each Bidder must respond in detail to the conditions listed in this section of the RFB. At a minimum, each item must be responded to as prescribed. However, the Bidder may provide additional information on relevant items.

Failure by the Bidder to respond to any one or more of the sections may result in exclusion from any further evaluation.

17.1. Proposed approach and response to RFB requirements

The Bidder's must define –

- How it would utilize any financial support provided by INSETA
- Its approach to providing the education and training required, considering that the learners could be located in more than one province in South Africa.

The responding bidder must clearly define how it proposes delivering the required services listed in this RFB, including a description of the proposed plan of action to reach the required deliverables, considering the different durations of the phases involved.

Examples of the areas, which will be considered as part of this criteria item, include but are not limited to the following:

- Overall understanding of the Bidder's experience and a minimum of three years experience in provision of education and training services.
- Fit of Bidder's existing standards, procedures and operating capabilities with the requirements of INSETA
- Comprehensiveness and applicability of the proposed approach to conducting education and training related projects .
- Comprehensiveness of the proposed approach to document management.
- Adequacy of the Bidder's infrastructure, physical and financial resources and expertise for supporting INSETA's requirements.
- The Bidder's demonstrated physical and electronic security.
- The Bidder's demonstrated audit standards and procedures.
- The Bidder's demonstrated ability to maintain an education management system / database according to SAQA NLRD requirements
- The Bidder's demonstrated ability to provide detailed reporting on progress and service conducted.

17.2. Understanding of the requirements and objectives to be achieved.

The bidder must illustrate its understanding of what INSETA aims to achieve with supporting an applicable institution.

The Bidder's must clearly illustrate their ability to conduct the type of education and training required by INSETA and to compile the required progress reports for consideration by INSETA Management.

The Bidder must also indicate their ability to remain economically viable for the duration of the project and should therefore not be dependent on INSETA for their financial survivability.

17.3. Accreditation status and motivation for consideration as preferred institution

The Bidder must provide details and proof of –

- All accreditation with either INSETA, any other SETA or any other accreditation authority.
- Any accreditation applied for but not yet awarded.

The prospective bidder must provide a detailed motivation of why it should be selected as the preferred recipient of INSETA financial support.

17.4. Previous education and training provision experience

The Bidder must demonstrate –

- Any previous experience in conducting the type of education and training defined below
- Previous experience assisting learners during education and training programmes of extended duration.

17.5. General Business and Financial Strength

Given the importance of this Project to INSETA, it is interested in the general business and financial strength of the Bidders responding to this RFB. The financial strength of the Bidder(s) will be reviewed through an analysis of the last three years' financial statements, including balance sheets and income statements to be submitted by Bidder(s) responding to this RFB.

It is compulsory for responding bidders to provide the last 3 years audited financial statements.

The Bidder(s) should describe the last three years' trends in revenues, employees, profitability and investments. The Bidder(s) must also list its current outstanding contractual liabilities and obligations.

The successful Bidder(s) should also be able to demonstrate a commitment to conducting education and training initiatives of this kind, as an ongoing line of business through the last three years and staff that are directly committed to it.

The length of time the Bidder has been in business as well as overall business experience will be considered.

The Bidder must clearly demonstrate that they are financially viable and self sufficient and will not be solely dependant on INSETA for sustainability.

17.6. Current and Past Customer References

INSETA is interested in Bidder(s) that have successfully participated in projects with similar challenges in terms of learner numbers as well as type of qualifications.

Each Bidder is required to provide information and references for current and past projects of such nature, the industry and products of these customers must be described as well as the types of services provided.

Contact details of the primary contact at each of these references need to be provided in order for INSETA to contact these persons.

The date of service to each customer/clients should be included as well as whether the Bidder was the primary Bidder or sub-contractor. If a subcontractor, the Bidder should list who the primary Bidder was/is, and should provide information on the portion of service(s) that they were responsible for as subcontractors. The Bidder should include a summary of all recent Bidder reviews by their customers/clients and should note the number and type of non-compliance with performance levels that were identified.

17.7. Historically disadvantaged individual status (HDI – Status)

This component is covered by the attached SBD document, Annexure D, which is compulsory for each prospective bidder to complete .

17.8. SMME

This component is covered by the attached SBD document, Annexure E, which is compulsory for each prospective bidder to complete .

17.9. Site Visits to Bidder's Operations

INSETA may conduct site visits to short listed Bidders' operations either at the Bidders' site or at current customer sites , if deemed required by the evaluation committee.

These visits will be considered as part of the Bidder's capability to provide the service levels, quality of service and operations necessary to support INSETA's requirements.

17.10. Price

Bidders must only propose a price structure associated with the NVC for 54 learners portion of the project, and the proposed price must be broken down per phase and per individual learner, considering the estimated duration of the phases

INSETA may, based on the responses submitted, only be able to provide a portion of the fee indicated by the respective Bidder. In such cases fee discussions could form part of the contract negotiation phase.

Please note that all prices quoted must include all costs, taxes, levies, fees and VAT @ 14%.

18. IT Infrastructure

The Bidders will be required to establish and maintain a database, including a learner management system, for purposes of the reporting requirements in this RFB.

Software applications should be compliant to MS Word, MS Excel or MS Access to enable INSETA to access reports provided by the Bidder electronically.

19. Document Management

For the purpose of this RFB, document management refers to a document management system to manage documents and/or their contents in various formats according to business rules through its life cycle from inception to disposal.

19.1 Electronic Document Management

Electronic document management involves the hardware and software supporting the document management process. It is required from the Bidder to maintain an electronic document management system, since it will be necessary to maintain a database for extracting reports for reporting purposes, etc.

19.2 Central Depository

In order for the INSETA to provide data and reports to DOL it is required that the Bidder put systems in place ensuring that documents which have been dispatched to the Bidder are indexed and stored according to general filing system procedures. It is required that the Bidder maintain a depository system for its own records for auditing purposes.

19.3 Back-Up/Archiving

Reporting and analyses will be dependent on data integrity. It is therefore required that the Bidder put adequate systems in place to preserve data and prevent data loss.

20. Data Security

It is required that the Bidder takes all steps to ensure that data is not accessible to any party who is not authorised by either INSETA or the Bidder to access such data.

21. Audit

It is expected that the Bidder will apply normal auditing practices and that the applicable audit reports be made available to INSETA upon request.

It is required that the Bidder maintain at all times full and accurate records (audit trails) of all services provided and shall retain such records for the currency of its contract with INSETA. The latter records should remain the property of the INSETA and should be returned on termination of this contract.

INSETA reserves the right to appoint either its own auditors or agents to audit the Bidder if it suspects fraudulent practices or the application of incorrect procedures, poor services or the like.

22. Fraudulent or Unlawful Activity (“Fraud”)

Fraud in this context has different dimensions, including, but not limited to-

- Fraud on the side of the selected Bidder.
- Fraud by learners
- Fraud by subcontractors, if applicable.

Fraud on the side of the selected Bidder (or its staff) will not be tolerated.

INSETA (including its staff, auditors or authorised agents) reserves the right to gain immediate access to the premises of the selected Bidder if there is reason to believe that the Bidder (or its staff) is involved in any fraudulent or unlawful activity. Furthermore, if it has been established and confirmed that the selected Bidder (or its staff) is involved in such activities INSETA will immediately terminate the selected Bidder’s contract. INSETA will be liable for the costs attached to the above intervention. However, if it happens to be confirmed that the Bidder (or its staff) is indeed involved in fraudulent or unlawful activities, the Bidder will be liable for such expenses.

In terms of fraud related to the conduct of learners, it is expected that the selected Bidder has systems in place to take the necessary steps, and to report the relevant actions taken, if such activities occur.

23. Reporting

The following types of reporting will be required from the Bidder, i.e.-

- Reports on a progress of learners in relation to the programmes undertaken.
- The Bidder must submit written reports to INSETA, as required by DOL.
- Reports must be made available in hard copy accompanied by an electronic version in a format compliant with MS Word, MS Excel or MS Access .

24. Project Management

INSETA requires that the Bidder actively participates in project management during the life of the agreements pursuant to this RFB. INSETA will establish the necessary project management mechanisms, inclusive of the reporting schedules and formats stipulated in the contract.

In addition, the Bidder will be responsible for the assembly, assimilation and presentation of key project progress information to INSETA.

25. Staffing

The Bidder shall provide the personnel necessary to supply the services and service levels specified in the bid and contained in this RFB and shall ensure that it possesses or has access to knowledge and sufficient expertise to enable it to provide the required services in accordance with the agreed service levels.

Bidders are to submit with their bid the Curriculum Vitae and references of senior and junior personnel to be allocated to the project. The Bidder will not be allowed to withdraw personnel or key personnel allocated to the project without the written consent of INSETA. Failure to comply may result in cancellation of the ensuing agreement between the Bidder and INSETA.

26. Service Level Reporting

The Bidder will be required to agree to achieve specific service levels, which will be equal to or exceed the suggested service levels.

The Bidder shall implement the necessary measures, monitoring tools and procedures required in measuring and reporting the Bidder's performance of services against the applicable performance standards on a Quarterly basis. Such measurement and monitoring shall permit reporting at a level of detail sufficient to verify compliance with the performance standards, and shall be subject to audit by INSETA and/or its appointed contract manager or auditors.

The Bidder shall provide INSETA with the information and access to such tools and procedures upon request, for purposes of verification. Further, the Bidder shall, on request of INSETA, provide a duplicate of any database used to capture and report on service levels so that appropriate provisions relating to the provision of service reports and the time periods relating thereto will be incorporated into any agreement concluded pursuant to this RFB.

27. Annexures

The following have been attached to this RFB:

- Appendix A: General Conditions of Contract

- Appendix B: Application for taxclearance certificate
- Appendix C: Declaration of interest
- Appendix D: HDI preference claim form
- Appendix E: Promotion of small business claim form
- Appendix F: Declaration of past supply chain management practices
- Appendix G: Framework for bid – a proposal format guideline
- Appendix H: Proposal Checklist
- Appendix I : Map to INSETA Programme Office

It is mandatory for prospective bidders to complete , sign where indicated, and to submit Annexures B to F and to initial and submit Annexure A.