



**i n s e t a**

**INSURANCE SECTOR EDUCATION  
AND TRAINING AUTHORITY**

**PROGRAMME OFFICE**

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

**Request for Bid:  
Institutes of Sectoral or Occupational Excellence  
(ISOE)**

**Tender: IPO/10/2007**

**Date issued: 20 May 2007**

**Closure date: 29 June 2007 at 11:00**

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

### **Request for Bid (RFB): Institutes of Sectoral or Occupational Excellence (ISOE)**

#### **1. High level project objective**

This project is aimed at improving the quality and relevance of education and training provision by means of providing grants to two selected Institutions, in accordance with the DoL ISOE Guideline document, and INSETA imperatives.

#### **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**

The NSDS places a significant emphasis on improving the quality and relevance of learning provision. In support of the Government's commitment to the recapitalization of Further Education and Training institutions, and its commitment to ever increasing levels of quality education and training provision, it is envisaged that Public Private Partnerships should emerge more strongly and that learning institutions should form closer links with industry and vice versa. Meeting the scarce/critical skills needs is the most important driver for this alignment.

#### **4. Tender aim**

The objective of this RFB is to invite interested parties to submit bids for consideration, to be selected subject to the provisions of this RFB, that can improve the quality and

relevance of education and training provision to the learners in the Insurance Sector, by means of a grant provided to them.

Prospective institutions that would like to be selected must provide detailed information, using the criteria provided, that motivates why they should be selected as preferred institution.

## **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 Terri Walters 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](mailto:insetapo@exordia.co.za) or by fax to 011 209 4101, reference "Tender IPO/10/2007"

Only written enquiries will be accepted until 22 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
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	Tender bulletin – 25 May 2007
Deadline for response to the RFB	29 June 2007 @ 11:00
Selection/short listing	5 July 2007
Site Visits and demonstrations	10 July 2007
Bid presentations and final evaluation	13 July 2007
Appointment of Bidders	25 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 29 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 29 June 2007 to 29 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 detailed motivation for why the prospective bidder must be one of the two selected Institutions that receives a grant.

## **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 an improvement in the quality and relevance of education and training provision to the Insurance sector, by means of providing grants to two selected institutions.

## **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 any payments made.

A number of Bidders may respond to the RFB as a consortium or joint venture in order to address the requirements of INSETA. 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 responsibilities and capabilities of each 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 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 29 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
- Previous education and training experience
- General business and financial soundness .
- Current and past customer references.
- Historically disadvantaged individual status (HDI-status)
- SMME promotion
- Site visit to the Bidders .

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 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 and the interaction and dependency of these phases on each other.

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 education management system / database according to SAQA NLRD requirements .

### ***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 motivate why they should be chosen as the selected Institution to be supported with a financial grant

### ***17.3. Accreditation status***

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 accreditation status of the prospective education and training provider will be a critical consideration given that the aim of this project is to improve education and training provision to learners in the Insurance sector.

### ***17.4. Previous education and training provision experience***

The Bidder must demonstrate previous experience in conducting education and training activities, including experience assisting learners during 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 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 been functioning as education and training institutions and that have provided these types of services for an extended duration of time.

Each Bidder is required to provide information and references for current and past customers or companies, 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.

It is not expected of the Bidder to list individual students that attended any of the Institutions programmes, but to rather focus on student groups and their employer companies.

### ***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 will 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.

### **18. IT Infrastructure**

The Bidders will be required to demonstrate that they have systems in place that can report on the utilisation of any grants allocated by INSETA.

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 agreement 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 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.

## **23. Reporting**

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

- Reports on a progress of the project and the utilising of the grant provided.
- 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 tax clearance 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.**