



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:
INSETA QMS Project**

Tender: IPO/06/2007

Date issued: 20 May 2007

Closure date: 22 June 2007 at 11:00

INDEX

1.	High Level Project Objective	3
2.	Background To Inseta	3
3.	Requirement For 2007/2008 Qms Manual Project	3
4.	Tender Aim	4
5.	General Conditions And Information	4
5.1.	Issuer	4
5.2.	Contact For Inquiries	4
6.	Procurement Schedule	5
7.	Bids	5
8.	Acceptance Of Bid Content	6
9.	Economy Of Bid Preparation	6
10.	Service Provider Response	6
11.	Contract Objectives	6
12.	Incurring Of Costs	7
13.	Acceptance/Rejection Of Bids	7
14.	Provisions Relating To Subcontractors And Consortiums	7
15.	Late Tenders	8
16.	Tender Evaluation Process	9
18.1.	Evaluation Process	9
18.2.	Selection Criteria	9
17.	Tender Information To Be Submitted	9
19.1.	Proposed Approach And Response To Services Required	10
19.2.	Understanding Of The Requirements And Objectives To Be Achieved.	10
19.3.	Experience In Reviewing And Updating Quality Management S systems, Including Such Experience For Any Other Seta	10
19.4.	General Business And Financial Strength	11
19.5.	Current And Past Customer References	11
19.6.	Historically Disadvantaged Individual Status (Hdi – Status)	12
19.7.	Smme	12
19.8.	Price	12
18.	It Infrastructure	12
19.	Document Management	12
19.1	Electronic Document Management	12
19.2	Central Depository	12
19.3	Back-Up/Archiving	13
20.	Data Security	13
21.	Audit	13
22.	Fraudulent Or Unlawful Activity (“Fraud”)	13
23.	Reporting	14
24.	Project Management	14
25.	Staffing	14
26.	Service Level Reporting	14
27.	Annexures	15

The Insurance Sector Education and Training Authority (INSETA)

Request for Bid (RFB): INSETA Quality Management System Manual Project

1. High level project objective

The project will aim to review and update the applicable INSETA policies and procedures, as well as conduct a complete review of the current INSETA QMS with the aim of delivering of a new QMS for INSETA.

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 ambit of the Skills Development Act, the National Skills Development Strategy and the National Qualification's framework.

3. Requirement for 2007/2008 QMS MANUAL Project

The various INSETA divisions interact with a numerous stakeholders across the learning and insurance industries on a daily basis.

A requirement to standardize this interaction has led to a previous effort where a basic QMS manual was produced. The time has come however to expand on the initial effort and to conduct a full review of the policies and procedures used to conduct INSETA's business, and to conduct relationships with all INSETA's varied stakeholders.

This output from this project must provide a QMS, which will assist INSETA to improve its business operations, the delivery of services to the industry and its stakeholders, as well as improving the level and quality of interaction between the industry, learning providers, other stakeholders, and INSETA.

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 -

- Review and update the applicable INSETA policies and procedure
- Review and redesign the current QMS to incorporate new and amended policies and procedures, for business improvement
- Deliver a revised system through which the QMS directs document management, control and filing

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 Mrs. Nozuko Motswiane 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 5175, reference "IPO/06/2007"

Only written enquiries will be accepted until 15 June 2007.

6. Procurement Schedule

Potential Service Providers (“Service Provider”) 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	22 June 2007 @ 11:00
Selection/short listing	28 June 2007
Bid presentations and final evaluation	4 July 2007
Appointment of Service Providers	20 July 2007

7. Bids

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

A Service Provider must submit only one bid.

To be considered, each Service Provider 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 22 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 22 June 2007 to 22 September 2007).

The Service Provider 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 Service Provider, 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 Service Provider to accept the obligations stated within the RFB, GCC and the submitted bid , unless otherwise agreed to in writing by both the Service Provider 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 Service Provider's ability to meet the requirements of the RFB.

Emphasis should be on a clear, concise, factual bid that provides a total solution, from recruitment to placement of learners.

10. Service Provider Response

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

11. Contract Objectives

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

- Procure a service provider to review the current QMS, and

- To develop a new QMS, that will direct the business processes of INSETA, with a view to improved business implementation, service provision, and stakeholder relationships and interaction.

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 Service Provider(s) whose bids are accepted will be required, respectively, to enter into:

- 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 delivery and maintenance of services as contemplated in this RFB.

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 Service Provider, it being specifically provided that the respective Service Provider will be bound by any statements and representations made in its bid. Failure by any of the successful Service Provider(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 Service Provider(s) should the award of the contract be so terminated.

Should any service be provided by the successful Service Provider 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 Service Providers 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 Service

Provider. Further, INSETA will consider the Service Provider 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 Service Providers 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 Service Providers 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 Service Provider whose bids were accepted to replace subcontractors found to be unacceptable.

The Service Provider 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 Service Provider 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 Service Providers. Failure to sign this, may lead to INSETA not accepting the tenderer.

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 22 June 2007.

16. Tender evaluation process

18.1. 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 has 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 service providers will be invited for presentations that will form part of the final evaluation.

18.2. Selection Criteria

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

- Proposed approach and response to services required.
- Understanding of the requirements and objectives to be achieved.
- Experience in reviewing, updating and/or designing Quality Management Systems, including such experience for any other SETA.
- General business and financial soundness.
- Current and past customer references.
- Historically disadvantaged individual status (HDI status)
- SMME promotion
- 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 Service Provider 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 Service Provider may provide additional information on relevant items.

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

19.1. Proposed approach and response to services required

The Service Provider's approach to providing the services contemplated in this RFB, especially the review and refinement of policies and procedures component thereof, and the development of a new QMS, must meet or exceed the requirements laid down by this RFB.

The service provider, whether the primary bidder or a delivery partner, must clearly indicate and list its capabilities.

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 Service Provider's experience and a minimum of three years experience in designing Quality Management and related systems and processes.
- Implementation planning and approach proposed.
- Fit of Service Provider's existing standards, procedures and operating capabilities with the requirements of INSETA.
- Comprehensiveness and applicability of the proposed approach to quality management processes.
- Comprehensiveness of the proposed approach to document management.
- Adequacy of the Service Provider's infrastructure, physical and financial resources and expertise for supporting INSETA's requirements.
- The Service Provider's demonstrated physical and electronic security.
- The Service Provider's demonstrated audit standards and procedures.
- The Service Provider's demonstrated ability to provide detailed reporting on progress and service conducted.

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

The Service Provider's must clearly illustrate their understanding of what is required to -

- Review and update the INSETA policies and procedures, in the current QMS
- Design a new QMS, that will facilitate an improvement in the efficiencies and effectiveness of INSETA business, delivery of services, and stakeholder relationships and interactions.
- Facilitate, manage and effect the compiling of the QMS manual..
- Deliver the required services in accordance with the requirements of INSETA
- Remain economically viable for the duration of the programme

19.3. Experience in reviewing and updating Quality Management Systems, including such experience for any other SETA

The Service Provider must be able to demonstrate that they have an acknowledged reputation conduct Policy and Procedure reviews, including any experience for any SETA. This must be demonstrated by indicating-

- The number of project / assignments of this nature that have been conducted.

- The number and types of policies and procedures involved the above mentioned projects.

19.4. General Business and Financial Strength

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

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

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

The successful Service Provider(s) should also be able to demonstrate a commitment to the development and design of Quality management systems, as an ongoing line of business through the last three years and staff that are directly committed to it.

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

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

19.5. Current and Past Customer References

INSETA is interested in Service Provider(s) that have successfully participated in projects such as the INSETA QMS manual project with similar challenges.

Each Service Provider is required to provide information and references for current and past projects of such nature, the size, 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 Service Provider was the primary Service Provider or sub-contractor. If a subcontractor, the Service Provider should list who the primary Service Provider was/is, and should provide information on the portion of service(s) that they were responsible for as subcontractors. The Service Provider should include a summary of all recent Service Provider reviews by their customers/clients and should note the number and type of non-compliance with performance levels that were identified.

19.6. 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 .

19.7. SMME

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

19.8. Price

In proposing a project cost the bidder must provide a time and material type costing option. In compiling the costing solution the bidder must also take cognisance of the fact that INSETA will agree, on a yet to be determined, fixed volume effort to be expended on this project by the selected service provider.

Please note that all prices quoted must include all costs, taxes, VAT @ 14% or any other associated cost.

18. IT Infrastructure

The Service Providers will be required to have the systems in place to handle the work required as 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 Service Provider 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 Service Provider 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 as required by the QMS manual project, it is required that the Service Provider put systems in place ensuring that documents which have been dispatched to the Service Provider are indexed and stored

according to general filing system procedures . It is required that the Service Provider 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 Service Provider put adequate systems in place to preserve data and prevent data loss.

20. Data Security

Data related to this project may only be accessed by authorised employees or contracted persons of INSETA or the Service Provider.

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

21. Audit

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

It is required that the Service Provider 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 Service Provider 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 Service Provider.
- Fraud by subcontractors, if applicable.

Fraud on the side of the selected Service Provider (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 Service Provider if there is reason to believe that the Service Provider (or its staff) is involved in any fraudulent or unlawful activity. Furthermore, if it has been established and confirmed that the selected Service Provider (or its staff) is involved in such activities INSETA will immediately terminate the selected Service Provider’s contract. INSETA will be liable for the costs attached to the above intervention. However, if it happens to be confirmed that the Service Provider (or its

staff) is indeed involved in fraudulent or unlawful activities, the Service Provider will be liable for such expenses.

23. Reporting

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

- The Service Provider must submit a written progress report to INSETA.
- 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 Service Provider 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 Service Provider will be responsible for the assembly, assimilation and presentation of key project progress information to INSETA.

25. Staffing

The Service Provider 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.

Service Providers are to submit with their bid the Curriculum Vitae and references of senior and junior personnel to be allocated to the project. The Service Provider 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 Service Provider and INSETA.

26. Service Level Reporting

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

The Service Provider shall implement the necessary measures, monitoring tools and procedures required in measuring and reporting the Service provider's performance of services against the applicable performance standards on a monthly 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 Service Provider shall provide INSETA with the information and access to such tools and procedures upon request, for purposes of verification. Further, the Service Provider

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.