

HEAD OFFICE
ETDP SETA House
2 - 6 New Street
Gandhi Square
South Marshalltown
Johannesburg CBD
Private Bag X105
Melville, 2109
Tel: (011) 372 3300

EASTERN CAPE
Waverley Office Park
3 - 33 Philip Frame Road
Chiselhurst
East London, 5200
Tel: (043) 726 8314
Fax: (043) 726 8302

FREE STATE
Sanlam Building
163 Nelson Mandela Dr
Bloemfontein, 9300
Tel: (051) 430 5072
Fax: (051) 430 5080

GAUTENG
Braampark Office Park
33 Hoofd Street
Forum 4, 2nd Floor
Braamfontein
Johannesburg, 2091
Tel: (011) 403 1301/2/3/6
Fax: (086) 614 8781

KWAZULU-NATAL
Durban Bay House
333 Anton Lembede Street
12th Floor, Suite 1203
Durban, 4001
Tel: (031) 304 5930
Fax: (031) 301 9313

LIMPOPO
Kwane Chambers
29 Hans van Rensburg Str
Office No: 01
Polokwane, 0700
Tel: (015) 295 9303
Fax: (015) 295 9301

MPUMALANGA
Streak Office Park
6 Streak Street
Block B, 1st Floor
Nelspruit, 1201
Tel: (087) 700 8113
Fax: (013) 752 2917

NORTHERN CAPE
Bobby's Walk Building
6A Long Street
Kimberley, 8300
Tel: (053) 832 0051/2
Fax: (053) 832 0047

NORTH WEST
Sparkling Office Park
78 Retief Cnr Peter
Mokaba Street
Potchefstroom, 2531
Tel: (018) 294 5280
Fax: (018) 294 5719

WESTERN CAPE
Sunbel Building
2 Old Paarl Road
Office 205, 2nd Floor
Belville, 7530
Tel: (021) 946 4022
Fax: (021) 946 4043



Education, Training and Development Practices Sector Education and Training Authority

SCMU NO: 04 - 2020/21

REQUEST FOR BIDS

TERMS OF REFERENCE FOR CONFIGURATION, SUPPORT AND MAINTENANCE OF MANAGEMENT INFORMATION SYSTEM (MIS) AND DECISION SUPPORT SYSTEM (DSS) – AUTOMATION OF ANNUAL PERFORMANCE PLAN AND STRATEGIC PLAN, EMPLOYEE PERFORMANCE MANAGEMENT, AND ENTERPRISE RISK MANAGEMENT

1. INTRODUCTION

The Education Training and Development Practices Sector Education and Training Authority (ETDP SETA) is a public entity established in terms of Section 9(1) of the Skills Development Act, No 97 of 1998 to advance skills levels in accordance with the National Skills Development Plan 2030. The Mandate of the ETDP SETA is to promote and facilitate the development and improvement of the skills profile of the sector's workforce in order to benefit employers and employees in the ETD sector.

2. PURPOSE

2.1. PURPOSE OF THE PROJECT

The ETDP SETA is looking for a competent and experienced service provider to implement its Digital Transformation Strategy through the implementation, support and maintenance of a Management Information System (MIS) and Decision Support System (DSS). The system must automate strategic plan (SP), annual performance plan (APP), operational plans with financials, DHET SLA, employee performance management development system, and enterprise risk management; and shall include, scorecards, strategy maps, objectives and KPIs, strategy initiatives and projects, management reports, data drill-down, assessment and qualitative evaluation and benchmarking, amongst others.

3. PROJECT SCOPE AND REQUIREMENTS

3.1. Overview

The ETDP SETA is in the process of digitising its business processes to improve organisational efficacy (efficiency and effectiveness) and productivity; and reduce duplication in business processes / activities. The successful bidder will be required to implement, support and maintain a business management platform that supports strategy management; planning; analytics; budgeting; dashboards; scorecards; KPI management; web and document reporting; portfolio management; governance, risk and compliance (GRC). The platform must support visualisation, evaluation, and reporting of strategic and operational performance in real-time throughout the organisation. The new system must eliminate duplication in business and / or reporting processes.

The ETDP SETA staff compliment is ±150 with the Head Office situated in Johannesburg and provincial offices in all nine provinces. The system will be used mostly by the Senior Management Team (SMT) and Broad Management Team (BMT). SMT is comprised of ±15 officials and BMT is comprised of ±40 including the SMT officials. The organisation's business model requires processing of large volumes of paper. The organisation has a desire to digitally transform its business processes, including digitisation of the reporting processes. The high level structure of the organisation is as follows:

Business Unit	Process Indicators
Office of the CEO	Manual
Performance monitoring and evaluation	Manual
Operations - ETQA - Constituency Support - Project Management	Indicium system
Governance, Risk and Compliance	BarnOwl system
Finance	Microsoft Dynamics GP CaseWare
Supply Chain Management	Manual processes with MS Dynamics GP for Purchase Orders
Corporate Services - Human Resource Management - Facilities - Legal Services	Payroll and stipends processing system, and ESS with manual processes on others sub units

The information in this communication is confidential and may be legally privileged. It is intended for the sole use of the individual/s or entity to whom this has been addressed or copied. If you are not the intended recipient you are hereby notified that any disclosure, copying, distribution or taking action in reliance of the contents of this communication and/or its attachments, is strictly prohibited and will be unlawful

Research and Skills Planning	Automated WSP submission and ATR with manual mandatory grant payment processes
ICT Services	Service Desk
Marketing	Website and Intranet

The organisation will be implementing an integrated enterprise resource planning (ERP) system in the short term to replace other legacy systems as listed above. In addition, the organisation is in the process of implementing an electronic document management system (EDMS) with embedded workflow system. This MIS / DSS system should be integratable with those systems.

3.2. Technical Requirements

The system should meet the below minimum requirements:

- a) Strategy automation
 - The system must capture strategic objectives which can be cascaded down into APP and Operational Plans.
- b) Annual Performance Plan (APP) automation
 - The APP automation must link with the strategy objectives.
 - All APP targets must be automated.
- c) Operational Plans automation
 - Operational Plan automation must be for use by the Broad Management Team (BMT) automating all plans per specific business unit and / or province.
 - Must be linked to a specific objective of the strategic plan and / or APP.
- d) DHET SLA automation
 - The Department of Higher Education and Training (DHET) signs annual SLAs with the SETAs for learning and development interventions, Sector Education Training Management Information System (SETMIS) which are reported quarterly on the SETMIS system.
 - DHET SLA for SETMIS report must be automated and seamlessly linked with the APP and project information. The configuration must be directly linked to integrate the related platforms or areas of the system.
- e) Project and Portfolio Management

- The system and processes must be used by the Broad Management Team (BMT) automating all projects per business unit and / or province.
 - Must be linked to a specific objective of the Strategic Plan objective and APP or Operational Plan target.
 - The status of achievement or non-achievement of project milestones must directly and seamlessly affect the status of the operational plan and / or APP targets, or the SLA targets.
- f) Audit and Risk Management automation
- The system must follow a risk methodology, comply with applicable ISO standards to automate different levels of risks; i.e. Strategic, APP, Operational, Project, etc. with mitigation plans as per organizational risk management standards and policies.
 - Management of strategy, APP, SETMIS, and Operational Plans should be through the mitigation of the related risks.
 - Seamless integration between risk and organizational performance plans.
- g) Employee Performance Management automation
- The employee performance automation must be for all permanent staff of the ETDP SETA.
 - Employee performance must be linked to the APP, Operational Plans, Project Plans, and Risk Registers.
- h) Collaboration and Integration
- Seamless integration with the ERP system / financial system required for payments information i.e. extraction of budget, expenditure and commitment / contract costing.
 - Seamless integration with learner management system for Skills Development Interventions (SDI), NLRD (National Learner Records Database) and SETMIS reporting and PoE on learner records.
 - Seamless integration with the electronic document management system (EDMS) for portfolio of evidence (PoE).
 - The solution should enforce seamless integration between risk and performance at all levels.
- i) Dashboard and reporting
- The system must provide Decision Support System (DSS) and Management Information System (MIS).
 - The system must provide highly intuitive dashboards depending on users and their roles and responsibilities.

- The system must provide heat maps which can be used to monitor performance at all areas depending on the user role. The user must be able to click a heatmap to drill down to the lowest level of the record to monitor areas or performance and / or underperformance.
- The dashboards must be accessible from mobile devices such as tablets and smartphones.
- The system must produce various forms of reports required for reporting by the different stakeholders.
- The system must enforce the necessary checks such as segregation of duties on capturing and verification to ensure information accuracy. This includes but not limited to enforcing PoE.

j) Data Migration

- Migration of legacy data from legacy systems; i.e. APP, Operational Plans, Projects, and SETMIS amongst others; must be provided.

k) Training

- User training must be provided in the beginning.
- Handholding / on the job training must be provided
- Train the trainer processes must be provided
- Admin training must be provided.
- User manuals must be provided both outside and within the system for ease of reference by the users

l) Support and Maintenance

- Support and maintenance of the system will be required for the duration of the contract.

m) Compliance and security

- Reporting requirements as issued from time-to-time by the Department of Planning, Monitoring and Evaluation (DPME), the Department of Higher Education and Training (DHET) must be provided for.
- To guarantee security on the system, patches and security updates must be provided as issued from time-to-time.
- The system must further comply with any other applicable legislative imperative, prescripts, policy, and Standard Operating Procedures.

4. DELIVERABLES

4.1. Project Execution Plan with Milestone Based Payment Schedule

A detail project execution plan outlining the implementation processes, approach, resources tools and allocation, timelines (realistic with key milestones) and deliverables, handholding, and support and maintenance, *inter alia*, must be submitted with the bid. The project plan should follow a methodology for implementation of strategy management solutions systems.

The Milestone-Based Payment Schedule should follow the structure depicted on the Costing Model below, breaking down payment schedules at each and every phase of the project.

4.2. Collaboration and integration

Submit a process flow of how the system will integrate with all other systems

4.3. Dashboard and reports design

Submit a screen dumps of the Dashboard and reports of the system with process flows following heatmaps, etc.

4.4. Data Migration

Submit a data migration strategy

4.5. Training

Training plan addressing all components.

4.6. Support and Maintenance

Submit a support and maintenance plan including how annual APP, Operational Plan and Projects configurations will be conducted.

5. DURATION OF THE AGREEMENT

It is expected that the duration of the agreement will be for a period of 5 years (60 months); including project initiation, implementation, support and maintenance. The Project Execution Plan deliverable as per Paragraph 4 above, must provide a detailed execution plan for the duration of the agreement.

6. COSTING MODEL (PRICING SCHEDULE)

The bidder's proposal costing should follow the below template. All pricing shall be in South African Rand (ZAR). All project milestones with costing should be listed on the pricing schedule. The below deliverables are for illustration only. Bidders may amend based on what is required as per their experience. However, such costing should illustrate project deliverables and milestones.

e.g.

Item no.	Description	Costing (Excl. VAT)
1	Year 1	
1.1	- License / subscription	
1.2	- Installation / configuration costs	
1.3	- Migration of legacy information	
1.4	- Professional Services including maintenance and support (<i>Please give detail</i>)	
2	Year 2	
2.1	- License / subscription	
2.2	- Installation / setup costs	
2.3	- Professional Services including maintenance and support (<i>Please give detail</i>)	
3	Year 3	
3.1	- License / subscription	
3.2	- Installation / setup costs	
3.3	- Professional Services including maintenance and support (<i>Please give detail</i>)	
4	Year 4	
4.1	- License / subscription	
4.2	- Installation / setup costs	
4.3	- Professional Services including maintenance and support (<i>Please give detail</i>)	
5	Year 5	
5.1	- License / subscription	
5.2	- Installation / setup costs	
5.3	- Professional Services including maintenance and support (<i>Please give detail</i>)	
Total Cost (Excl. VAT)		
VAT		
Total Cost (Incl. VAT)		

The information in this communication is confidential and may be legally privileged.
It is intended for the sole use of the individual/s or entity to whom this has been addressed or copied. If you are not the intended recipient you are hereby notified that any disclosure, copying, distribution or taking action in reliance of the contents of this communication and/or its attachments, is strictly prohibited and will be unlawful

7. EVALUATION CRITERIA

THE ETDP SETA applies the provisions of the PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, ACT NO 5 OF 2000 and Preferential Procurement Regulations, 2017. The evaluation will be guided by ETDP SETA procurement policy.

Folder A must have documents for Stage 1 and Stage 2,

7.1. STAGE 1 (Folder A)

Bidders will be evaluated on the submission of the **requested mandatory documents**.

7.1.1. MANDATORY DOCUMENTS TO BE SUBMITTED IN ORDER TO BE ELIGIBLE FOR EVALUATION STAGE

1. Invitation to Bid - **SBD1**
2. Declaration of Interest – **SBD 4**
3. Declaration of Bidder's Past Supply Chain Practices – **SBD 8**
4. Certificate of Independent Bid Determination – **SBD 9**
5. Functional Compliance Form – **Annexure A**
6. Proof of product / system ownership or Original Equipment Manufacturer (OEM) accreditation

NB: Failure to submit any of the above-requested mandatory documents and comply with the above processes will lead to disqualification.

7.2. STAGE 2 (Folder A)

The evaluation of this bid shall include functionality whereby the bids will be evaluated in terms of the evaluation criteria embodied in the bid documents.

- 7.2.1. The minimum qualifying score for functionality will be **80 points** and bids that fail to achieve the minimum qualifying score will be disqualified.
- 7.2.2. Only bids that achieved the minimum qualifying score for functionality will be evaluated further in accordance with the 80/20 preference point systems prescribed in Preferential Procurement Regulations 5 and 6.

The evaluation criteria for functionality will be as below:

NO	QUALIFYING CRITERIA FOR SHORT LISTING	POINTS
1.	Experience & References: Company proof of conducting similar business system that combine Strategy , GRC programme, Project and Performance Management as per the Terms of Reference, and contactable references 1.1. Experience: Implementing / deploying and maintaining similar business systems (provide signed proof on referee's company letterhead indicating the type of project and when it was carried out) (15) ○ 5 years and above = 15 ○ 3 to 4 years = 10 ○ 1 to 2 years = 5 1.2. Contactable reference: 3 Reference letters are required. A minimum of 2 references letters must be for companies within RSA public sector. References must be on the referee's company letterhead. (20) ○ 3 or more references = 20 ○ 2 references = 10 ○ 1 reference = 5 <i>N/B In the event of sub-contracting, the bidder must submit the above reference letters of the main contractor and the main contractor's certificate to the bidder indicating the bidder's involvement in the specific project(s). This must be submitted for each project.</i>	35
2.	Composition of the Project Team Profile of key staff and CV's to be attached. 2.1 Project Team Structure (5) ○ Project Team structure responsible for the project with clear roles and responsibilities for each of the team members = 5 NB: Project Team structure with no roles will be scored at a zero (0). 2.2 Relevant experience of Project Manager in managing similar projects (Resume should clearly indicate the projects, projects duration and names of clients) (10) ○ 5 years and above = 10 ○ 3- 4 years = 7 ○ 1 -2 years = 4 ○ Below 1 = 0 2.3 Relevant experience of Project Technical Lead (Resume should clearly indicate the projects , projects duration and names of clients) (10) ○ 5 years and above = 10	35

The information in this communication is confidential and may be legally privileged. It is intended for the sole use of the individual/s or entity to whom this has been addressed or copied. If you are not the intended recipient you are hereby notified that any disclosure, copying, distribution or taking action in reliance of the contents of this communication and/or its attachments, is strictly prohibited and will be unlawful

	○ 3- 4 years = 7 ○ 1 -2 years = 4 ○ Below 1 = 0 2.4 Relevant experience of the Project Team (Resumes should clearly indicate the projects , projects duration and names of clients) (10) ○ 5 years and above = 10 ○ 3- 4 years = 7 ○ 1 -2 years = 4 ○ Below 1 = 0 NB: Each CV will be evaluated against this criterion with aggregated score for all CVs. Any CV without the requisite information to enable this evaluation will be allocated a 0 score and will be counted when aggregating the score.	
3.	Project Plan required ○ Detailed activity based project plan with clear milestones = 10 ○ High level project plan = 5 ○ No project plan = 0	10
4.	Project Management Methodology ○ Detailed activity based project plan with clear phases = 10 ○ High level project methodology = 5 ○ No project methodology = 0	10
5.	Change Management ○ Detailed activity based change management methodology = 10 ○ High level change management methodology = 5 ○ No change management methodology = 0	10
TOTAL		100

Bidders must provide documents to justify awarding the above points, and such proof should include details of contactable references to validate the information submitted. Points will be awarded on a sliding scale only where indicated.

Please take note of the value and scoring point system of your bid.

7.3. STAGE 3 (Folder B)

PRICING SCHEDULE DOCUMENTS

- a. Price Proposal– ***Price must be final, include VAT [(if registered for VAT), signed.***
- b. Valid Tax Clearance Certificate *or Unique security personal identification number (PIN) issued by SARS*
- c. Preferential Points Claim Form in terms of the Preferential Procurement Regulations, 2017 - ***SBD 6.1 (If claiming preferential points)***
- d. B-BBEE certificate or sworn affidavit ***(If claiming preferential points)***

80/20 preference point system shall be applicable as follows:

✓	Price	80
✓	B-BBEE status level of contributor	20

In order to facilitate a transparent selection process that allows equal opportunity to all service providers, the ETDP SETA will adhere to its policy on the appointment of service providers.

8. BID CONDITIONS

The ETDP SETA Supply Chain Management Policy will apply:

1. ETDP SETA does not bind itself to appoint a bidder with the highest points.
2. ETDP SETA reserve the right to cancel the bid and not award the bid to any of the bidders.
3. Bids which are late, incomplete, unsigned or submitted by facsimile will not be accepted.
4. Bidders with a **turnover above R 10 million** must submit a valid certified B-BBEE Verification Certificate from **SANAS Accredited Verification Agency** in order to be eligible for empowerment points.
5. An Exempted Micro Enterprise (EME) is only required to submit a sworn affidavit or a Certificate issued by Companies and Intellectual Property Commission (CIPC) confirming their annual turnover of R 10 million or less and level of black ownership to claim points.
6. A Qualifying Small Enterprise (QSE), is required to submit a sworn affidavit confirming their **annual total revenue of between R 10 million and R 50 million** and **level of black ownership** or a B-BBEE level verification certificate to claim points as prescribed.
7. **B-BBEE Certificates obtained from Accountants/ Auditors after 31 December 2016 will no longer be accepted.**
8. Companies who bid as a joint venture must submit a **consolidated B-BBEE Verification certificate prepared for this bid only**, from **SANAS Accredited Verification Agency** in order to be eligible for empowerment points. Companies who form part of this joint venture **MUST** have an accreditation certificate with relevant authority as stated in Mandatory documents.
9. Failure on the part of a bidder to submit proof of B-BBEE Status level of contributor, sworn affidavit or a B-BBEE Certificate, together with the bid, will be interpreted to mean that preference points for B-BBEE status level of contribution are not claimed.
10. Bids submitted are to hold good for a period of 90 days.
11. Deregistered and blacklisted companies including directors/owners/individuals linked to the company will not be considered. Due diligence will be conducted with successful bidders to validate submitted information.
12. All suppliers must be registered on the **National Treasury Central Supplier Database**. No bid will be awarded to any supplier by ETDP SETA that is not registered on the Central Supplier Database.
13. Companies that are in the process of **de-registration in the CIPC** will not be considered.
14. The successful service provider **must** sign the penalty and termination clause as part of the agreement with ETDP SETA.

9. BID DOCUMENTS / PROPOSAL PACKS

Bid documents for participation must be downloaded from the ETDP SETA website: www.etdpseta.org.za , Main Menu > Supply Chain > Procurement > Open Tenders as from 12h00 on **09 November 2020**.

Bidders must submit technical and financial proposals in **two separate USBs/ CDs** clearly marked **“Folder A - Technical Proposal “and “Folder B - Financial Proposal”**.

Folder B must include the **complete and signed costing model and Valid Tax Clearance Certificate or Unique security personal identification number (PIN) issued by SARS and must be in SARS letterhead” (Mandatory) & fully completed SBD 6.1 form or B-BBE Certificate or a signed Sworn Affidavit (if claiming preferential points).**

The financial proposal – Folder B, will only be opened should the technical proposal be found acceptable.

All Bids/Proposals must be **SUBMITTED** via an email to Tenderers@etdpseta.org.za

OR

Hand / Courier delivered to:

ETDP SETA HOUSE

2-6 NEW STREET

SOUTH MASHALTOWN

GHANDI SQUARE

JOHANNESBURG

2061

Submissions can be delivered between **08h00 and 16h30 Monday to Friday BEFORE** the closing date and time of **11h00 on 01 December 2020**.

No late submission will be accepted!

10. CLOSING DATE

All Proposals should reach the ETDP SETA Offices on or before 11h00 on **01 December 2020**.

11. CONTACT PERSON

NO telephonic or any other form of communication relating to this bid will be permitted with any other ETDPSETA member of staff either by Bidders (as collective bidding team or individual of the bidding team), representative of Bidders, associates of Bidders, shareholders of Bidders, other than with the named individual stated below. ANY MEANS OF ATTEMPTING TO INFLUENCE THE ADJUDICATION PROCESS OR OUTCOMES OF THE ADJUDICATION PROCESS WILL RESULT IN IMMEDIATE DISQUALIFICATION OF THE ENTIRE BID. All enquiries regarding this bid must be in writing only and be directed to:

Supply Chain Management: Email: tenderers@etdpseta.org.za

The information in this communication is confidential and may be legally privileged.
It is intended for the sole use of the individual/s or entity to whom this has been addressed or copied. If you are not the intended recipient you are hereby notified that any disclosure, copying, distribution or taking action in reliance of the contents of this communication and/or its attachments, is strictly prohibited and will be unlawful

Note: Blacklisted companies appearing on the National Treasury database and prohibited from conducting business with public entities, will be disqualified.