



REQUEST FOR QUOTATION (RFQ)

The South African Qualifications Authority (SAQA) invites Service Providers to submit Quotations for requirements stipulated below:

DOCUMENT NUMBER:	RFQ to provide personality profiling and other related services using the Thomas International tool for a period of three (3) years.
RFQ ISSUE DATE:	27 October 2021
RFQ CLOSING DATE AND TIME:	05 November 2021, @ 14:00
RFQ VALIDITY PERIOD	90 days (from RFQ closing date)
PERIOD	Thirty-six (36) months
DESCRIPTION:	To appoint a suitably qualified service provider to provide personality profiling and other related services using the Thomas International tool for a period of three (3) years.
RESPONSES TO THIS RFQ SHOULD BE FORWARDED TO:	KGovender@saga.co.za
ENQUIRY	Mr Kyle Govender E-mail: KGovender@saga.co.za

TERMS OF REFERENCE

1. INTRODUCTION

1.1 The South African Qualifications Authority (SAQA) is a public entity listed in Schedule 3A of the Public Finance Management Act (PFMA). It is mandated by the National Qualifications Framework (NQF) Act, 67 of 2008, to oversee the further development and implementation of the NQF, advance the objectives of the NQF and coordinate its three Sub-Frameworks.

1.2 SAQA's philosophy is to recruit and retain the right person for the job and grow then to be future leaders. The Thomas International tool has also proven to be the best to assist SAQA with learning and development, conflict management and team building SAQA employees are trained to use the tool and we have acquired the software.

2. PURPOSE

2.1 The purpose of this Request for Quotation (RFQ) is to identify and appoint a professional service provider to provide personality profiling and other psychological assessment related services using the Thomas International tool for a period of three (3) years.

3. SCOPE OF SERVICES

The scope of services to be delivered in line with service level standards, will consist of the following in line with **Thomas International's** tools and instruments:

Service	Description
Behavioral assessment (PPA and PPA+)	Assignment of PPA and PPA+ behavioral assessments. <ul style="list-style-type: none">• Recruitment• Succession Planning• Leadership Development• Interns Assessment• Conflict Management• Team Building
360-degree appraisal	Assignment of 360-degree feedback assessments.
Trait Emotional Intelligence Questionnaire (TEIQue)	Assignment of Emotional Intelligence assessments.
High Potential Trait Indicator (HPTI)	Assignment of Emotional Intelligence assessments.

Consultancy Support	Continuous additional consultancy support (covers feedback sessions to People Management, 'Lunch and Learn' sessions and general consultancy work)
Tailored Support	Additional tailored, face to face global and local consultant support
Feedback of Psychological Assessments	Provision of a qualified psychologist to provide feedback to participants.
Training	Provide the agreed training to SAQA staff as and when required.

4. GENERAL REQUIREMENTS

Professional registration

The Consultant assigned to SAQA must be an Industrial Psychologist registered with the Health Professions Council of South Africa (HPCSA).

Quality control procedures

A brief outline of the service provider's quality control procedures must be provided.

SAQA company profile

Staff compliment: 79.

Consisting of professional and knowledge workers.

Location: SAQA House 1067 Arcadia Street, Hatfield, Pretoria

Quotation of services

The cost quoted by the service provider will be based on a case-by-case basis. A quote must be submitted to SAQA as per the requested service.

The current Thomas International hub system runs on units so a quote per unit is required.

5. MANAGEMENT AND ADMINISTRATION

A dedicated account manager and case management team will manage SAQA's account. Any calls directed to the service provider team or consultant should be attended to within 12 hours.

On-going liaison with SAQA's coordinator(s) concerning the performance of the service provider in respect of its obligations under the agreement; this includes developing objectives together with measurements for efficiency, quality, and cost-effectiveness. Full management of the contract by the appointed service provider on behalf of SAQA.

The core functions will include:

- Partnering with SAQA
- Implementation
- Contract Negotiation
- Liaison between service provider and SAQA
- Continuous assessment and analysis of statistical data
- Pro-active alerting of observed risks/threats to SAQA
- Ongoing feedback of themes and trends
- Complaints handling mechanism

6. REGULAR REVIEW PROCEDURES

The service provider must have data systems that will provide detailed information about every call received by the National Call Centre. This is used to, effectively and efficiently, provide detailed non-confidential information, which will be of significant benefit to the service provider in analysing the effective implementation of the programme.

- Biannual sets of uptake and utilisation data;
- Regular reviews with SAQA to discuss organisational trends;
- Ad hoc meetings with the designated officials to discuss the uptake of statistics.
- An annual management report;
- An annual review to provide an overall review of the service and to discuss organisational trends; and
- An annual report presentation to SAQA Management if required.

7. TECHNICAL SPECIFICATIONS

- **Implementation**- Sessions will be implemented at SAQA offices to introduce the services to the employees of SAQA. The implementation sessions will fulfil a marketing role by creating awareness and education about the service. The respective responsibilities will also apply to any re-implementation or post-launch marketing initiatives.
- **Planning** - Coordinate the project plan in consultation with SAQA.
- **Contractual Obligations** - Completion of implementation documents.
- **Information** – Timeous request for relevant information, including a number of sites, company logo, choice of design, contact details, eligible employees, etc.
- **Co-ordination** - Setting up the implementation session in consultation with SAQA.
- **Conduct Implementation** - Either coordinate a designated trainer or conduct the induction sessions.
- **Content of Implementation Sessions** - The designated trainer will inform employees of appointed Service Provider, Services, Accessibility, Eligibility, Confidentiality, Toll-Free Number, Contact person, and Complaints and Procedures.
- **Feedback**- Inform SAQA of any concerns or issues raised during the implementation process.
- **Marketing** – All marketing material must be included. SAQA must approve all material.

8. SERVICES LEVELS AND APPLICABLE PENALTIES

Service	Target	Penalty
Delivery of agreed milestone to agreed level of functioning, within agreed timeframe.	100% delivery for the duration of the contract.	20% of milestone fee for each and every incident.

8.1 Penalty Maximum Limit and Service Disputes:

- 8.1.1 The maximum penalties for poor performance and other non-compliance to the contract will be limited to 20% per month of the total monthly fees.
- 8.1.2 Furthermore, should the penalty be imposed four (4) times during the contract period, SAQA reserves the right to immediately enter into a service dispute that may result in the termination of the contract.
- 8.1.3 Notwithstanding the aforementioned, and without prejudice to any other rights SAQA has, SAQA reserves the right to enter into service disputes at any point in time with the view of contract cancellation. During a service dispute, the service provider shall continue to render services in terms in accordance with these service levels.

9. PROPOSAL FORMAT

The bidding company is required to submit a proposal with price schedule in response to the Terms of Reference in the following format:

DETAIL OF PROPOSAL DOCUMENTS (SUBMISSION FORMAT CHECK LIST) (BIDDERS MUST INDICATE WITH A TICK IF COMPLIED OR NOT COMPLIED WITH THE FORMAT)	Comply	Not-Comply
Part 1: Bid document including SBDs Tenderer's must complete and submit all required Standard Bid Documents: SBD 3.1, SBD 4, SBD 6.1, SBD 8 and SBD 9.		
Part 2: SARS Tax Compliance Requirement Bidders must state their National Treasury (CSD) Central Supplier Database's Supplier Number or Unique number and Tax Pin in their bids in order to enable SAQA to confirm suppliers' tax status. (RECENT CSD REPORT MUST BE ATTACHED)		
Part 3: B-BBEE Certificate Bidders are required to submit the original or certified copy and valid B-BBEE Status Level Verification Certificates or certified copies thereof with		

SANAS logo visible on it together with their price quotations to substantiate their B-BBEE rating claims. However, bidders who qualify as EMEs may submit a sworn affidavit signed by the EME representative and attested by a Commissioner of oaths.		
<p>Part 4: Service providers are required to submit their RFQ detailing the following:</p> <ul style="list-style-type: none"> (a) Overall professional profile of the specialist. (b) Specialist's academic qualifications. (c) Specialist's detailed experience in the provision of behavioural services using the applicable Thomas International tools and instruments. (d) Pricing: Charge-out rates (unit costs) for their services. <p>Service providers are also required to indicate their level of availability to carry out assignments in the 36 months' period, stated in percentage terms (i.e. % of time available to do work over and above prevailing workloads).</p> <p>The prospective service providers must document all the above in the RFQ.</p>		

10. EVALUATION CRITERIA

The bid will be evaluated on three (3) stages:

- Stage 1: Screening of mandatory documents;
- Stage 2: Functionality Evaluation; and
- Stage 3: Price and B-BBEE Evaluation.

11. MANDATORY REQUIREMENTS

Bidders must comply with this section as it forms the basis of evaluation of bidder's proposal. In order for a bidder to qualify to be evaluated for functionality, **a bidder must not have been disqualified** on compliance with the mandatory requirement below.

- 11.1 Submit the consultants' proof of registration with the Health Professional Council of South Africa (HPCSA). A valid membership certificate must be provided.

12. FUNCTIONALITY EVALUATION

Functionality will be scored against the following criteria. Please note that where a "Minimum Rating to Qualify" for a criterion has been indicated, a bidder will be disqualified where the bidder does not achieve the minimum rating.

Functionality Bidders must score 80 points or more to qualify		
Criteria	Sub-criterion	Points
<p>Proof of educational qualifications in the field of psychology.</p> <p>(To qualify for points, the consultant assigned to SAQA must submit copies of their qualifications)</p>	<p>Relevant PHD = 20</p> <p>Relevant Masters = 16</p> <p>Relevant Honours Degree = 12</p> <p>Relevant Undergraduate Degree = 8</p> <p>Relevant National Diploma = 4</p> <p>Matric Qualification = 2</p> <p>NB: SAQA reserves the right to verify the authenticity of the qualifications without prior notice.</p>	20
<p>The service provider must demonstrate by attaching the full CV and membership certificate of the consultant that he/she has the experience, sufficient knowledge, skills, and ability to provide SAQA with the required service using Thomas International tools and instruments. To qualify for points, the CV and membership certificate with the HPCSA must be submitted.</p>	<p>The allocation of points as follows:</p> <ul style="list-style-type: none"> • Consultant with no relevant working experience = 0 points • Consultant with 1-year relevant working experience plus valid membership certificate = 0 points • Consultant with 2 years relevant working experience plus valid membership certificate = 10 points • Consultant with over 3 years relevant working experience plus valid membership certificate = 15 points • Consultant with 4 years relevant working experience plus valid membership certificate = 20 points • Consultant with over 5 years relevant working experience plus valid membership certificate = 25 points • Consultant with over 6 years relevant working experience plus valid membership certificate = 30 points 	40

	<ul style="list-style-type: none"> Consultant with over 7 and more years relevant working experience plus valid membership certificate = 40 points 	
Attach reference letters on the company's letterhead where similar services were rendered. The letters must be duly signed.	<p>The name of the organisation where similar services using the Thomas International tools were provided. SAQA reserves the right to contact these organisations, without prior notice to the bidder.</p> <ul style="list-style-type: none"> Bidder with no reference letters of similar services = 0 points Bidder with one reference letter of similar service = 10 points Bidder with two reference letters of similar services = 20 points Bidder with three reference letters of similar services = 25 points Bidder with four reference letters of similar services = 30 points Bidder with five reference letters or more of similar services = 40 points <p>NB:</p> <ul style="list-style-type: none"> Reference letters may not be replaced by letters of agreement, contracts or purchase orders. 	40
Total		100

13. MINIMUM SCORING

In order to qualify to be evaluated for the phase following functionality, a bidder must have obtained a minimum of 80 points out of the total points for functionality. After functionality evaluation.

The qualifying bids will be evaluated in accordance with the 80/20 preference point system, as contemplated in the Preferential Procurement Policy Framework Act (Act 5 of 2000), Preferential Procurement Regulation 2017.

14. POINTS AWARDED FOR B-BBEE STATUS LEVEL OF CONTRIBUTOR

In terms of Regulation 6 (2) and 7 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

B-BBEE Status Level of Contributor	Number of points (80/20 system)
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

15. RFQ SPECIAL CONDITIONS

- 15.1 SAQA reserves the right to instruct the bidder to change its representative(s) in the event of unsatisfactory performance.
- 15.2 Bidders must state their National Treasury (CSD) Central Supplier Database's Supplier Number or Unique number and Tax Pin in their bids in order to enable SAQA to confirm suppliers' tax status.
- 15.3 Bidders are required to submit a valid certified copy of B-BBEE certificate or Sworn Affidavit for EMEs and QSEs as per the B-BBEE Act. SANAS Logo should be visible on the B-BBEE Certificate.
- 15.4 Bidders must complete, sign and submit, SBD 4, SBD 6.1, SBD 8 AND SBD 9 forms.
- 15.5 The quotation and required documents must be submitted through email.

16. PRICE SCHEDULE AND B-BBEE

TOTAL COST OF OWNERSHIP PRICING SCHEDULES SBD 3.1

NOTE: ONLY FIRM PRICES WILL BE ACCEPTED

Name of bidder	Bid number	Closing Date and Time
	SAQA RFQ PM01	05 November 2021, 14:00

NB: Please note that the estimated number is for evaluation purposes only.

YEAR 1 – YEAR 3					
ITEM DESCRIPTION	Indicate number of units required to allocate assessments	Number estimated for evaluation purposes only)	RATES INCLUDING THE COST OF UNITS (Including VAT)		
			YEAR 1	YEAR 2	YEAR 3
Behavioral assessment (PPA and PPA+)		10 Employees per year	R.....	R.....	R.....
360-degree appraisal		10 Employees per year	R.....	R.....	R.....
Trait Emotional Intelligence Questionnaire (TEIQue)		5 Employees per month	R.....	R.....	R.....
High Potential Trait Indicator (HPTI)		5 Employees per year	R.....	R.....	R.....
Providing individual feedback to employees by a registered psychologist.	-	10 Employees per year @ 1 hour	R.....	R.....	R.....
Units to allocate assessments.	-	100 units per year	R.....	R.....	R.....
Totals - all-inclusive costs per Year (Including VAT)			R.....	R.....	R.....
Grand total (All 3 years including all costs)					R.....