



REQUEST FOR BID PROFESSIONAL SERVICES

BID NUMBER: BS/2017/RFB032

CLOSE Date: 12 July 2017

Time: 11h00

DESCRIPTION: APPOINTMENT OF A RESEARCH FIRM TO CONDUCT
RESEARCH ON EMPLOYER AND LABOUR MARKET
ANALYSIS INCLUDING EMPLOYER TREND ANALYSIS FOR
LAST FIVE YEARS

COMPULSORY BRIEFING SESSION: Yes ☒ No ☐

Respondent details

(Use this as a cover page for response document and envelope)

Company Name:				
Completed by:				
Company Postal address				
Email:				
Telephone:				
Mobile number:				
Date:				
Original copy of documents or copy - Mark with X	ORIGINAL	<input type="checkbox"/>	COPY	<input type="checkbox"/>

1. BANKSETA BACKGROUND

The Banking Sector Education and Training Authority (BANKSETA) is a statutory body established through the Skills Development Act of 1998 to enable its stakeholders to advance the national and global position of the banking and micro-finance industry. As guided by its mandate the BANKSETA is as such an agent of transformation and seeks to promote employment equity and broad-based BEE through skills development.

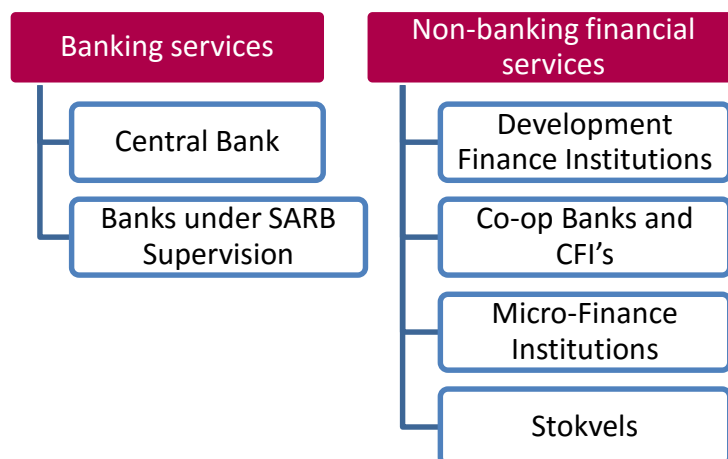
BANKSETA is an enabler of skills development and transformation in the broader banking & microfinance sector and supports people development through partnerships, skills development, alleviating unemployment, creating a brighter future and enabling change. BANKSETA focuses on Small and Micro Enterprises, the youth, adult education, continuous professional development and research.

Skills development has been identified as a key requirement for economic growth in South Africa, as a result, the Skills Development Act provides a framework for the development of skills in the workplace. Amongst other things, the Act makes provision for skills development by means of a levy-grant scheme, and the establishment of 21 sector-specific Sector Education and Training Authorities – or SETAs – to administer the scheme’s funds, and manage the skills development process. Each separate economic sector has one SETA, and BANKSETA is the Banking Sector Education and Training Authority. BANKSETA is widely regarded as one of the best SETAs in South Africa. Successive years of unqualified audits confirm BANKSETA’s commitment to carrying out its mandate in a professional and accountable manner.

2. BACKGROUND TO THE RESEARCH PROJECT

The broader banking sector can be separated into banking and non-banking services. For the purposes of skills planning BANKSETA adopts the following sub-sector categories within the broader banking environment.

Figure 1: Sub-Sectors in Banking



Source: BANKSETA 2016

2.1. Central Bank:

In South Africa, the South African Reserve Bank (SARB) plays the role of the central bank.

2.2. Banks under SARB Supervision:

According to SARB, SA Banking Sector Trends Jan 2016, the banks under its supervision are 17 registered banks, 3 mutual banks, 2 co-operative banks, 15 local branches of foreign banks and 39 foreign banks with approved local representative offices.

2.3. Development Finance Institutions:

These are institutions established by government to support development institutions and SMME organisations within the economic development mandate. Amongst these institutions are the Industrial Development Corporation, the Development Bank of Southern Africa, Small Enterprise Fund, Ithala Development Corporation, the National Empowerment Fund, Land Bank, Rural Housing Loan Fund and the Kuyasa Fund amongst others.

2.4. Co-Operative Banks and Corporative Financial Institutions (CFIs):

According to data from the Corporative Banks Development Agencies (CBDA), there are currently 2 Co-operative Banks and 24 CFIs that are registered with the CBDA and that currently operate under the Exemption Notice.

2.5. Micro-Finance Institutions

As at 31 March 2015, 4577 credit providers with 47 372 branches, 14 credit bureaus and 2224 debt counsellors were registered with the National Credit Regulation (NCR). Not all of these are registered with BANKSETA.

Any material compiled, developed, researched, commented on, or evaluated as a result of a contractual agreement with BANKSETA or any other form of material, irrespective of whether in a completed form or otherwise, all intellectual property rights relating to such material will vest in the state.

The material compiled by the service provider for BANKSETA may not be used in any form or for any purpose other than the purpose stipulated in the agreement. If the service provider wishes to use such material in any other form or for any other purpose, including, but not limited to, workshops, media releases and the like, it must submit to BANKSETA a written motivation for such use.

The Service Provider will give due recognition to BANKSETA and the specific research project in all publications and materials developed. The Service Provider will include a disclaimer on its publications that the findings, interpretations and conclusions expressed do not necessarily reflect the views of BANKSETA.

The Service Provider will hand over all materials (instruments, datasets, metadata, field reports etc.) developed for the project to BANKSETA. The Service Provider will not disseminate the findings of the research to the public or media.

3. SCOPE OF WORK

This research seeks to analyse employee data of all employers in the banking and non-banking sector. This research must also include a trend analysis of training planned and carried out for the National Skills Development Strategy (NSDS) III period (2011 – 2016).

It is expected of the service provider to develop the research questions in detail. The following research questions provide some guidelines on what BANKSETA seeks to achieve in conducting this study:

- 3.1. With specific reference to the micro-Finance sector the research must identified those institutions/organizations that fall within the scope of the Banking sector
- 3.2. In which sub sector category does the business belong to?
- 3.3. What is the Size of the business?
- 3.4. Where they are geographically based (head office and branches)?
- 3.5. How are they performing?
- 3.6. How many people are employed?
- 3.7. What is the race, gender, age and disability of employees per geographic region?
- 3.8. Which sub-sectors do people work in?
- 3.9. How has employment in the sector evolved?
- 3.10. What are some of the key employer and employment trends that have emerged over the NSDS III period?

The scope of the research includes the following but not limited to:

- a. The research must cover both the banking and the non-banking sector and be conducted nationally across all different sub-sectors and organizational size.
- b. The sample size is the full population of the banking sector and must cover large, medium and small firms across the banking, financial cooperative sector and micro-finance;

Upon appointment, the service provider must submit to BANKSETA the following:

- c. A detailed research plan
- d. An updated database of all employees and employers in the banking and non-banking sector including contact details
- e. A report detailing the outcomes of the research
- f. An interactive report detailing the trend analysis of the research
- g. Provision of all datasets, metadata and survey documentation

The project should take a maximum of 12 months to complete.

BANKSETA will provide a detailed list of all employers registered with the BANKSETA as well as the Workplace Skills Plan (WSP) and Annual Training Report (ATR) data for 2011 - 2016.

4. BIDDING REQUIREMENTS

The bidder must submit a proposal using the guideline below:

- a. Understanding of the research and the terms of reference;
- b. Approach, design and methodology for the research;
- c. Outline of the Final Report;
- d. Activity-based project/research plan;
- e. Human Resources Plan;
- f. Competence.

A: UNDERSTANDING OF THE RESEARCH AND THE TERMS OF REFERENCE

The bidder must cover the following to provide an indication of their understanding of the research: an understanding of the background to the research, the purpose for the research, a title for the research, research questions and limitations of the research.

B: RESEARCH DESIGN AND METHODOLOGY

Describe the approach, design and key elements of the methodology to be used by the research team. Some key areas to describe here are:

- a. The overall methodological approach to carrying out the research;
- b. How research ethical issues will be dealt with;
- c. Expected data collection and analysis methods and plans;
- d. A detailed description of the full population;
- e. Secondary data sources;
- f. Meetings or consultations expected with particular stakeholder groups/individuals.

C: OUTLINE OF THE REPORTS

The bidder must provide an outline of the research reports/deliverables showing clearly what will be covered in each document.

D: ACTIVITY BASED PLAN

The activity based plan must cover the following at a minimum:

Activities	Outputs	Timeframe		Responsible Person
		Start	Finish	

E: HUMAN RESOURCES PLAN

- Provide a list of all researchers that will be working on the entire project, including their short biographies with qualifications and experience outlined and responsibilities in the research.
- Indicate the role as well as the daily rate of each person who will be in the project using the template below:

		Human Resource Plan (team composition)			
Role in the Project	Qualification	Years of Research Experience	Units in days		
1.					
2.					
3.					
4.					
5					
Total					

F: COMPETENCIES AND SKILLS-SET REQUIRED

The bidder must provide evidence of possessing the following competencies:

- a. The resources required to collect data utilising two data collection tools;

- b. Ability to understand ethical issues relating to research, including potential or actual conflict of interest, protecting confidentiality/anonymity, and obtaining informed consent from research participants;
- c. Cultural competence – the ability to deal effectively with the different stakeholders involved in the research, including appropriate language skills;
- d. Ability to write concise and focused reports that are credible, useful and actionable, address key research questions and show the evidence, analysis, synthesis, recommendations and to communicate effectively to different audiences;
- e. Ability to provide a tool/report to perform analytics of the trend analysis;
- f. Experience in research in similar projects using proposed methodology.

5. DURATION

- 5.1. The duration of the project should take a maximum of twelve (12) months to complete.
- 5.2. The data collection and analysis should be completed within six (6) months.

6. COMPLIANCE REQUIREMENTS

The BANKSETA is informed by a regulatory framework that includes and not limited to:

- 6.1 Skills Development Act, No. 97 of 1998 as amended by the Skills Development Act, within the National Skills Development Strategy (NSDS) framework;
- 6.2 Public Finance Management Act (Act 1 of 1999 as amended by Act 29 of 1999);
- 6.3 Treasury Regulations;
- 6.4 Department of Higher Education and Training research report guideline (refer to annexure A).

7. PRICING

- The bidder must use (Appendix A) pricing schedule to quote its price for the services offered. Any deviation from this format may result in a disqualification.
- The BANKSETA will not entertain pricing adjustments after the signing of the contracts, and it is therefore most important that all pricing elements are disclosed.
- Per the pricing sheet all pricing should show VAT separately.
- Sufficient detail should be included to enable the BANKSETA to fully understand the make-up of the overall pricing. It is critically important to detail all exclusions. All baseline assumptions and numbers must be clearly stated.

- All pricing assumptions, excluded costs and estimated costs must be clearly documented. The BANKSETA assumes that the pricing document as supplied is complete and covers all costs associated with this project.
- Whilst complying with normal commercial confidentiality requirements, the BANKSETA reserves the right to discuss aspects of the pricing with other SETAs. This is to satisfy itself that the pricing as contained in any received proposal avoids fruitless and wasteful expenditure and is regarded as fair and equitable for the services offered.
- The BANKSETA requires transparency concerning the financial aspects and will work closely with the prospective service provider.

8. SUBMISSION REQUIREMENTS

- 8.1. One hardcopy must be the original submission, clearly marked "Original" and one (1) copied version of the original and a soft copy.
- 8.2. All submissions must be delivered in individual envelopes.
- 8.3. Respondents should take particular care to ensure that there are no discrepancies between all submissions to the BANKSETA.
- 8.4. The BANKSETA reserves the right to reject any submissions if there are discrepancies.
- 8.5. Documents must be submitted as follows:
 - 8.5.1 Envelope 1 – 1 Original
 - 8.5.2 Envelope 2 - 1 Hard Copy of the original document and 1 Soft copy
 - 8.5.3 Envelope 3 – **Pricing include SBD1** – (Invitation to bid)
- 8.6. Each individual envelope must be clearly marked with the following information:
 - 8.6.1 Description of the Submission: **RESEARCH ON EMPLOYER AND LABOUR MARKET ANALYSIS INCLUDING EMPLOYER TREND ANALYSIS FOR LAST FIVE YEARS**
 - 8.6.2 Submission Bid Number: **BS/2017/RFB032**

Submissions that are faxed, sent via telex, and/ or electronic mail delivery will not be accepted. All submissions received by BANKSETA will become the property of the BANKSETA and will not be returned to the respondent.
- 8.7. The submissions must be inserted into the SUBMISSION BOX available at the Reception Area of BANKSETA Offices at the following address:-

Thornhill Office Park

Building 22

94 Bekker Road

MIDRAND

NB: Please ensure that you sign the submission register.

ENABLING SKILLS DEVELOPMENT IN THE BANKING AND MICROFINANCE SECTOR

Address

Thornhill Office Park, Block 22, 94 Bekker Road, Midrand, 1685
PO Box 11678, Vorna Valley, 1686

Telephone

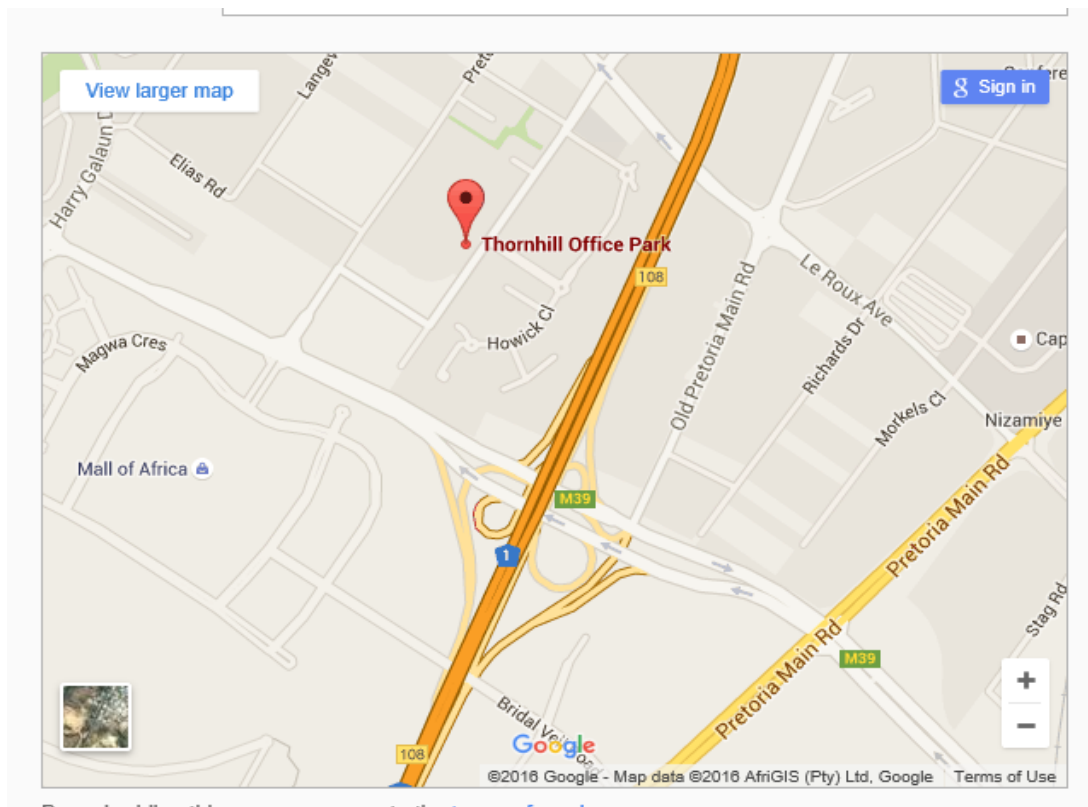
011 805 9661

Facsimile

011 805 8348

Call Centre

086 102 0002



- 8.8. Respondents are invited to observe the closing date and time of the submission as per the advertisement.
- 8.9. Unsuccessful submissions will be informed in writing when the process is concluded.
- 8.10. A submission will be considered late if received after the specified date and time. Respondents are therefore strongly advised to ensure that submissions be despatched allowing enough time for any unforeseen events that delay the delivery of the submission.

9. ENQUIRIES/COMMUNICATION

16.11. Contact person for enquiries regarding the submission document:

Mr Jabulani Ngonyama

Specialist: Supply Chain Management

Email: Tenders@bankseta.org.za

All clarifications or enquiries must be made in writing and received by the BANKSETA on or before the date of the **21st June 2017**. Telephonic requests for clarification will not be accepted.

10. RFB TIMELINES

Table 3: tender time lines

Activity	Time	Date
Compulsory Briefing Session and final date for clarifying questions	10h00 to 11h00	21 June 2017
Closing date	11h00	12 July 2017
Tender evaluation, Bidder Verification and Due Diligence	T.B.A	13 - 17 July 2017
Clarification presentations by Service Providers if required/ Due Diligence	T.B.A.	18 – 19 July 2017
Provisional Contract Award	T.B.A	20 – 24 July 2017
Contract Signatures	T.B.A	25 – 27 July 2017

11. TENDER EVALUATION

Tenders will be evaluated in the following three (3) phases:

- 11.1 Compliance/eligibility;
- 11.2 Technical/Functionality;
- 11.3 Pricing and B- BBEE contribution level.
- 11.4 Bidders that score 70 points and above will be requested to provide pricing based on the final specification that will be provided to them.
- 11.5 Shortlisted bidders will be requested to make a presentation to the BANKSETA.

12 Compliance/Eligibility Evaluation

Table 4: Respondents who do not meet the requirements below will immediately be disqualified.

	Description								
1	Submission of the Mandatory requirements. <table border="1"> <tr> <th></th><th>Comply Yes/No</th></tr> <tr> <td>Project Manager/leader must hold A Masters Degree (provide certificate)</td><td></td></tr> <tr> <td>At least 2 research methodologies</td><td></td></tr> <tr> <td>At least 2 written references on the client letterheads</td><td></td></tr> </table>		Comply Yes/No	Project Manager/leader must hold A Masters Degree (provide certificate)		At least 2 research methodologies		At least 2 written references on the client letterheads	
	Comply Yes/No								
Project Manager/leader must hold A Masters Degree (provide certificate)									
At least 2 research methodologies									
At least 2 written references on the client letterheads									

2	<p>Submission of the following fully completed and signed returnable documents:</p> <ul style="list-style-type: none"> - SBD 1 Invitation to submission - SBD 4 Declaration of interest - SBD 6.1 preference point claim form - SBD 8 Declaration of respondents' past supply chain management - SBD 9 Certificate of independent bid determination - Contract Form : Rendering of Services
3	Special Conditions that the bidder needs to accept: Portion 2
4	Submission of signed Pricing Schedule in BANKSETA template
5	Submission of company registration documents

13 TAX COMPLIANCE

Submission of SARS pin number in order to verify service provider's TAX compliance status, or submission of written proof from SARS that supplier either has no tax obligation or has made arrangements to meet outstanding tax obligation.

14 Technical/ Functionality Evaluation

Table 5: The functionality evaluation conducted as per the criteria contained in the table below:

Criteria	Weight
a. Understanding of the research and the terms of reference.	5
b. Approach, design and methodology for the research	50
c. Presentation of Research output	5
d. Activity-based plan	10
e. Human Resources Plan	15
f. Competence and experience	15

Criteria	Weight
Understanding of the research and the terms of reference	5
<ul style="list-style-type: none"> Understanding of the research = 1 Title of Research = 1 Purpose of Research = 1 Research Questions = 1 Limitations of Research = 1 	
Approach, design and methodology for the assignment	50
<ul style="list-style-type: none"> The overall methodological approach to carrying out the research = 2 Understand ethical issues relating to research including risks and mitigation strategies = 1 Expected data collection and analysis methods and plans including a detailed description of the population = 2 	
Presentation of Research output	5
<ul style="list-style-type: none"> No information submitted = 0 Data spreadsheet provided = 5 	
Activity-based plan	10
<ul style="list-style-type: none"> Complete within timelines = 2 Process to be followed is clear = 3 	
Human Resources Plan	15
<ul style="list-style-type: none"> Time allocation (days) = 1 Human Resource Plan (team composition) = 1 CV's and experience = 3 	
Bidders Competence and Experience in similar assignment	15
<ul style="list-style-type: none"> at least three (3) similar research projects completed = 3 Cultural competence = 1 Ability to provide a tool/report to perform analytics of the trend analysis = 1 	
Elimination of non-qualifying Bids (score below the minimum threshold of 70%).	

SCORING MATRIX

SCORE	DISCRIPTION
0	NON RESPONSIVE
1	POOR
2	FAIR
3	AVERAGE
4	GOOD
5	EXCELLENT

Functionality will be evaluated using the following formula:

$$Pf = (So/Ms) \times Ap$$

Where:

- Pf – is the percentage scored for functionality by submission under consideration.
- So – is the total score of the submission in question.
- Ap – is the percentage allocated for functionality.
- Ms – is the maximum score possible.

Any proposal not meeting a minimum threshold of **70 points** on functionality will not be considered further evaluation on price.

15 SPECIAL CONDITIONS

- 15.1. BANKSETA reserves the right to withdraw or amend terms of reference/specifications by notice in writing by advertising in the media in which the submission was originally advertised prior to the closing date.
- 15.2. BANKSETA reserves the right not to award any of the submissions submitted.
- 15.3. The cost of preparing the submissions will not be reimbursed.
- 15.4. Shortlisted respondents may be invited for presentations.
- 15.5. Successful respondent will be required to sign a confidentiality/non-disclosure agreement.

16 REVIEW PROCESS

- 16.1. In order to evaluate and adjudicate submissions effectively, it is imperative that respondents submit responsive submissions. To ensure a submission will be regarded as responsive it is imperative to comply with all conditions pertaining to the submission and to complete all the mandatory fields and questionnaires.
- 16.2. All submissions duly lodged as per the submission requirements will be evaluated in accordance with the stipulated evaluation criteria.

17 NON-COMMITMENT

- 17.1 Any attempt to gain information in a manner deemed to be unfair or disadvantageous to other bidders or any attempt to influence the outcome of the evaluation will result in immediate disqualification from the bid process.
- 17.2 All costs associated with any aspect of developing a response to this Request for Expression of Interest including, but not limited, to transport, accommodation, document collection and document delivery are for the Bidder's account.
- 17.3 Although BANKSETA has endeavoured to provide bidders with as much information as possible. It makes no guarantee as to either the completeness or accuracy of the scope of services set out herein. It is the responsibility of the Bidder to clarify any uncertainties and/or to confirm any assumptions it may be making.

- 17.4 BANKSETA does not take any responsibility whatsoever in respect of errors in the bid submissions.
- 17.5 All submissions received by BANKSETA will become the property of the BANKSETA and will not be returned to the bidders.
- 17.6 BANKSETA is not bound to accept any of the applications submitted.

18 OTHER BANKSETA REQUIREMENTS:

- 18.1 Understand that BANKSETA reserves copyright to this commissioned material for future use. All materials must be produced in line with BANKSETA's Corporate Identity (CI) and signed off by BANKSETA before implementation.
- 18.2 The collateral of all programmes commissioned by BANKSETA will show the SETA's corporate identity design as either the primary or as the sole design.
- 18.3 Adhere to the BANKSETA Project Management Methodology as we subscribe to the PRINCE 2 project management processes.
- 18.4 Ability to meet BANKSETA deadlines.

19 REASONS FOR REJECTION

- 19.1 Respondents shall not contact BANKSETA on any matter pertaining to the submission from the time the submission is closed to the time the submission has been adjudicated.
- 19.2 The results of all submissions will be published by the BANKSETA.
- 19.3 Any effort by a respondent to influence the submission evaluation, submission comparisons or submission award decisions in any matter, may result in rejection of the submission concerned.
- 19.4 BANKSETA shall reject a submission if the respondent has committed a proven corrupt or fraudulent act in competing for a particular contract.
- 19.5 BANKSETA reserves the right to contact references during the evaluation and adjudication process.

20 JOINT VENTURE

- 20.1 In the case of a Joint Venture, the following will be Applicable:
 - 20.1.1 Each JV Member must have a valid Tax Clearance Certificate issued by SARS;
 - 20.1.2 Submission of a signed Joint Venture Agreement by the JV Partners and attached to this tender document;
and
 - 20.1.3 Submission of a Joint Venture BBBEE Rating Certificate.