



## REQUEST FOR BID PROFESSIONAL SERVICES

**BID NUMBER:** BS/2018/RFB412

**CLOSE Date:** 22 October 2018

**Time:** 11h00

**DESCRIPTION:** **THE BANKSETA IS SEEKING TO APPOINT A SERVICE PROVIDER TO PROVIDE INTERNSHIP IN CYBER SECURITY FOR BANKSETA.**

**COMPULSORY BRIEFING SESSION:**

Yes

☒

No

☐

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

|   |                 |          |             |  |
|---|-----------------|----------|-------------|--|
| <b>Company Name:</b>                                    |                 |          |             |  |
| <b>Completed by:</b>                                    |                 |          |             |  |
| <b>Company Postal address</b>                           |                 |          |             |  |
| <b>Email:</b>   |                 |          |             |  |
| <b>Telephone:</b>                                       |                 |          |             |  |
| <b>Mobile number:</b>                                   |                 |          |             |  |
| <b>Date:</b>  |                 |          |             |  |
| <b>Original copy of documents or copy - Mark with X</b> | <b>ORIGINAL</b> | <b>X</b> | <b>COPY</b> |  |

## **1. BANKSETA BACKGROUND**

The Banking Sector Education and Training Authority (BANKSETA) is a statutory body established through the Skills Development Act of 1998 as amended by the Skills Development Act 26 of 2011 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 SMEs, 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 ASSIGNMENT**

The BANKSETA is seeking to appoint a suitably qualified and experienced training provider/s who is/are located in South Africa. The training provider will be required to deliver an end to end service for the Internship in Cyber Security. The provider must be suitably experienced to offer the internship and should have dealt with high profile companies in respect of cyber security

Any alliances between service providers will be entertained in this application, provided that evidence of formally agreed upon contracts form part of the proposal.

The BANKSETA will not be responsible for establishing or managing any relationship formed as part of a joint venture or sub-contracting process. For example, the lead provider may need to source in another provider whose expertise entail training of learners with disabilities.

Whilst the BANKSETA is issuing this RFB in good faith, it reserves the right to cancel or delay the selection process at any time without explanation, and reserves the right not to select any of the respondents to this RFB, again without explanation. Further the BANKSETA reserves the right to only accept portions of a Vendor's proposal.

### **3. STRATEGIC OBJECTIVES & GENERAL INFORMATION**

The internship aims to provide unemployed youth with different entry levels into the programme and an opportunity to gain practical skills in the Banking and Alternative Banking Sector. This Internship is aimed specifically at learners with an aptitude for cyber security so that they may gain a relevant qualification plus experience in the world of work and become more employable in the Banking Sector.

The programme is anticipated to be equivalent to NQF level 5 or 6 in Cyber Security

The number of - learners is dependent on funding and is expected to range from a minimum of 100 to a maximum of 200 learners per intake.

### **4. THE PROJECT SCOPE**

In summary the scope of this project involves the following:

- a. Planning
- b. Recruitment and selection services: BANKSETA will advertise, Provider will be responsible for recording applications and response handling, provider must determine whether applicants meet entry requirements of the programme, provider must assess the applicant's aptitude for the learning area
- c. A comprehensive 'soft skills' programme of which some modules are already designed and developed by BANKSETA.
- d. Training Delivery of the cyber security programme. The proposal should clearly indicate how the proposed Programme will build competencies from a theoretical content, workplace learning and

assessment/evaluation point of view. A logbook to assist employers with offering workplace experience is a requirement.

- e. Organising and hosting of Graduation ceremonies in collaboration with the BANKSETA Communications and Marketing Department.
- f. Provision of HR / IR functions including payroll, leave management, legislated requirements i.e. UIF etc.
- g. Providing a comprehensive close out report including statistics on learner completions and employment after completing the programme.

## 5. SCOPE OF WORK

- 5.1. The service provider must be able to attend project steering committee meetings in Johannesburg monthly and be available adhoc should issues need to be resolved.
- 5.2. Customise/design the material to suit the specific needs of the sector
- 5.3. Training Venue requirements are:
  - 5.3.1 Central and within walking distance from public transport.
  - 5.3.2 Facilities must be conducive to learning.
  - 5.3.3 The venue need not include catering but learners must have reasonable access to facilities that provide a variety of food taking special dietary requirements into account.
  - 5.3.4 Must be approved by the BANKSETA before booking.
- 5.4. The provider must make arrangements to accommodate the needs of learners with disabilities if applicable. **Bidders are to explain how they intend to support learners with disabilities (partially sighted/ partially deaf etc.) in how they design and deliver their curriculum.** Details of the nature of disability will be provided once learners are recruited and contracted.
- 5.5. Service providers are expected to be sufficiently resourced by way of experienced permanent and experienced temporary staff to be able to cope with peak and variable work periods, and variable numbers of learners across a number of provinces.
- 5.6. The actual number of learners will be dependent on the availability of funds. The service provider must adhere to the BANKSETA program timeline.
- 5.7. The notice of bidders is specifically drawn to Section 2 – SPECIAL CONDITIONS THAT THE BIDDER NEEDS TO ACCEPT: PORTION 2, which contains further specific information surrounding this RFB.
- 5.8. Bidders are specifically requested to supply a project plan showing all activities for the first 6 months from Contract Start.

- 5.9. Bidders are specifically requested to provide details of perceived risks and on steps the bidder would suggest are taken to mitigate these risks.

## **6. PRICING STRUCTURE**

In the Pricing Schedule respondents are required to allow for all costs related to the project. These costs should include but not be limited to the following:

- All training costs including induction programme, training, webinars, coaching, graduation, etc.

## **7. EXPECTED OUTCOMES AND DELIVERABLES OF THE PROJECT**

The successful bidder will be expected as a minimum to have the following competencies:

- 7.1. Excellent knowledge of all applicable legislation governing SETAs and the entire internship process;
- 7.2. Excellent knowledge of the BANKSETA and its sector;
- 7.3. Excellent knowledge and extensive experience in cyber security
- 7.4. The financial stability and resources to perform the required services to the required level;

## **8. COMPETENCY AND EXPERTISE REQUIRED**

- 8.1. Three years' Experience in the cyber security space providing similar training
- 8.2. Ability to deliver training nationally to a minimum of 100 and a maximum of 200 learners per intake. Provincial spread will be determined once workplaces have been secured.
- 8.3. Ability to accommodate the needs of learners with disabilities if applicable.
- 8.4. The delivery of learning must include contact sessions. Programme delivery refers to the delivery of training including taking responsibility for the logistical arrangements for the delivery including but not limited to the venue, lecturer and training material as well as an induction and exit

programme. Provide the learners with the approved time schedule on the first day of the induction course. Providers are encouraged to supplement training days with other methods of learning such as Ted Talks, Hackathons, etc.

- 8.5. The assessment should have a holistic approach and provision should be made for re-assessment of learners who are not yet competent after the first assessment.
- 8.6. The maximum duration of the Internship must be 12 months and must include the theoretical, practical components of the Internship.
- 8.7. The proposal must include an orientation day covering the academic requirements.
- 8.8. The provider will be responsible for all cost and logistics arrangements in respect of graduations including but not limited to invites and RSVP, organising venue, catering, gowns, photography, video, etc. This must be arranged in collaboration with the BANKSETA Marketing and Communications Department.
- 8.9. The proposal must also include an exit programme (no longer than 2 days) to enable the learners who are not employed in the formal economy upon completion of the internship to seek alternative income generating activities
- 8.10. The proposal must include a brief outline of the time schedule for learning, the programme outline including specific outcomes, details of the material that will be provided to the learner and details of the learner support mechanisms
- 8.11. The provider needs to provide learners support. Learner support refers to mentoring, coaching and counselling of learners in all matters pertaining to the internship.
- 8.12. The provider needs to provide a briefing session and toolkit for mentors/coaches of the organisations where the learners will be placed to enable them to support the learners with projects/assignments in the workplace

For further expansion on the project scope, please refer to Annexure A. The Service definition Document

## **9. DURATION**

- 9.1 The duration of this contract is for 3 learner intakes spread over three years, intake 2 and 3 are subject to clauses 9.2 and 9.3.

Intake 1: by 31 March 2019

Intake 2 by 31 March 2020

Intake 3 by 31 March 2021

- 9.2 Bankseta reserves the right to renew the contract annually based on availability of funds, the service provider performance, continued business need as well as the renewal of the SETA operating licence.

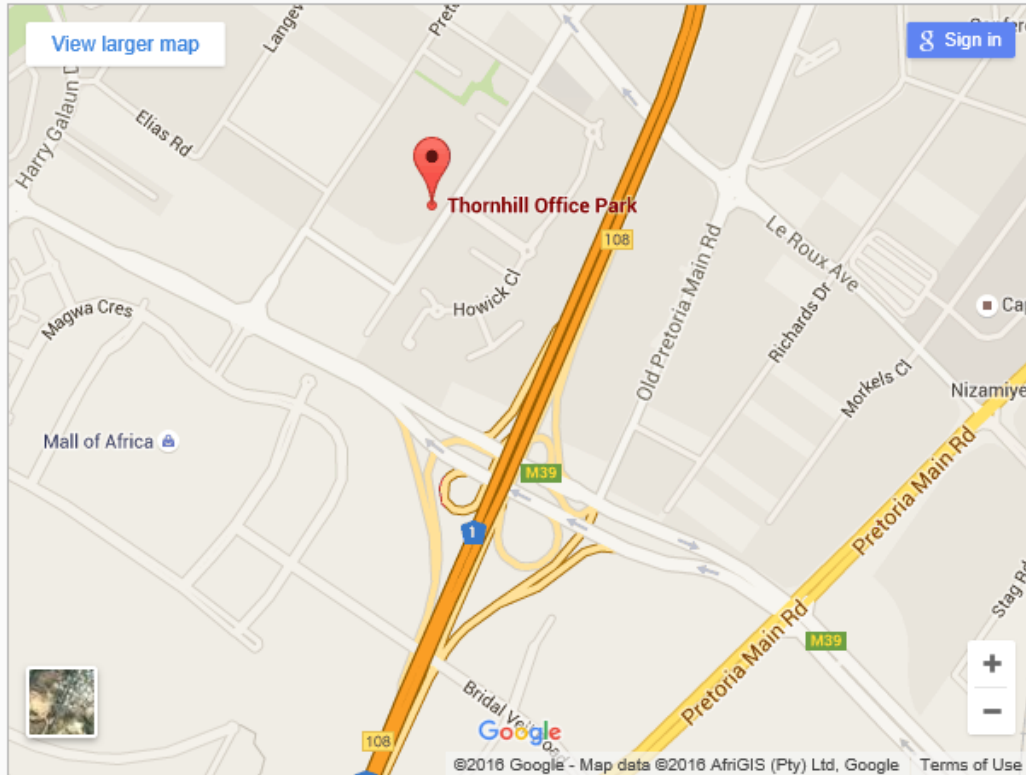
- 9.3 In all cases bidders notice is drawn to the following: In terms of its licensing agreement, BANKSETA has existing rights until 31 March 2020. All services/goods required in this request for bid extending beyond this date are subject to renewal of its license agreement. BANKSETA therefore reserves the right to terminate any services that could extend beyond 31 March 2020 unless explicitly approved by the BANKSETA CEO or his delegate.

## **10. SUBMISSION REQUIREMENTS**

- 10.1 One hardcopy must be the original submission, clearly marked "Original" and one (1) copied version of the original and a soft copy.
- 10.2 All submissions must be delivered in individual envelopes.
- 10.3 Respondents should take particular care to ensure that there are no discrepancies between all submissions to the BANKSETA.

- 10.4 The BANKSETA reserves the right to reject any submissions if there are discrepancies.
- 10.5 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)
- 10.6 Each individual envelope must be clearly marked with the following information:
- 10.6.1. Description of the Submission: **Internship in Cyber Security**
  - 10.6.2. Submission Bid Number: **BS/2018/RFB412.**
- 10.7 Submissions that are faxed, sent via telex, and/ or electronic mail delivery will not be accepted.
- 10.8 All submissions received by BANKSETA will become the property of the BANKSETA and will not be returned to the respondent.
- 10.9 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.





- 10.10 Respondents are invited to observe the closing date and time of the submission as per the advertisement.
- 10.11 Unsuccessful submissions will be informed in writing when the process is concluded.
- 10.12 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.

## 11. ENQUIRIES/COMMUNICATION

### 11.1 Contact person for enquiries regarding the submission document:

Mr. Rapula Sathekge

Specialist: Supply Chain Management

Email: [Tenders@bankseta.org.za](mailto:Tenders@bankseta.org.za)

All clarifications or enquiries will be addressed during the Briefing session.

## 12. RFB TIMELINES

| Activity   | Time         | Date                        |
|--|--------------|-----------------------------|
| Compulsory Briefing Session                              | 11h00        | <b>09 October 2018</b>      |
| Final date for clarifying questions                      |              | <b>10 October 2018</b>      |
| <b>Closing date</b>                                      | <b>11h00</b> | <b>22 October 2018</b>      |
| Tender evaluation, Bidder Verification and Due Diligence | T.B.A        | <b>2-5 October 2018</b>     |
| Provisional Contract Award                               | T.B.A        | <b>23 - 26 October 2018</b> |
| Contract Signatures                                      | T.B.A        | <b>02 November 2018</b>     |

## 13. TENDER EVALUATION

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

13.1 Compliance/eligibility;

13.2 Technical/Functionality;

13.3 Pricing and B- BBEE contribution level.

13.4 Bidders that score **70 points** and above will proceed to the next stage of price and BBEE. Shortlisted bidders may be requested to make a presentation to the BANKSETA.

13.5 Shortlisted bidders may be requested to make a presentation to the BANKSETA.

## 14. COMPLIANCE/ELIGIBILITY EVALUATION

Respondents who do not meet the requirements below will be immediately disqualified. For Joint Venture (JV) submissions, each partner to the JV must submit all documents listed below.

| No | Description   |
|----|---|
| 1  | Submission of the Mandatory requirements.<br><br>The bidder must sub-contract if the full bid amount totals to R 30 million and above. That must be in line with paragraph 14.1 below.  |
| 2  | Submission of the following fully completed and signed returnable documents: <ul style="list-style-type: none"><li>- SBD 1 Invitation to submission</li><li>- SBD 4 Declaration of interest</li><li>- SBD 6.1 Preference point claim form</li><li>- SBD 8 Declaration of respondents' past supply chain management</li><li>- SBD 9 Certificate of independent bid determination</li><li>- Contract Form : Rendering of Services</li></ul> |
| 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.   |
| 6  | Central Supplier Database Report.   |

### 14.1 Special tender condition.

The bidder must sub-contract a minimum of 30% of the value of the contract to an EME or QSE which is at least 51% owned by black people, if the full bid amount totals to R 30 million and above.

## 15. TAX COMPLIANCE

Submission of copy of TAX clearance certificate or 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.

## 16. TECHNICAL/ FUNCTIONALITY EVALUATION

The functionality evaluation will be conducted as per the criteria contained in the

| CRITERIA – PHASE 1   | Weight | Score from a scale of five.<br>5/5 |
|--|--------|------------------------------------|
| <input type="checkbox"/> <b>National Foot Print</b><br><br>The bidder must have the ability to deliver training in the following provinces / cities: <ul style="list-style-type: none"> <li>• Western Cape            Cape Town</li> <li>• Kwa-Zulu Natal        Durban</li> <li>• Gauteng                Johannesburg</li> </ul><br>0 Province                      = 0<br>1 Province                      = 1<br>2 Provinces                    = 3<br>3 Provinces                    = 5<br><br>Proof of the provider's ability to deliver may include but not be limited to: <ul style="list-style-type: none"> <li>• Reference letters of previous work done in the province / city</li> <li>• Details of confirmed facilitators that may be used in other provinces</li> <li>• Confirmation of available facilitators that are able to travel to other provinces to deliver the training and learner support</li> <li>• Details of suitable venues that will be utilised in provinces / cities.</li> </ul> | 5      |                                    |

| <input type="checkbox"/> <b>Track record of the bidder.</b>  | <b>15</b> |  |
|--|-----------|--|
| <p>Provide proof of previous experience on similar assignments within the last 5 years. All the references must relate to the delivery of Cyber security training</p> <p>1 Reference = 2</p> <p>2 References = 3</p> <p>3 References = 5</p> <p>NB: Reference must be for the company not the employee on the clients' letterhead.</p>   |           |  |
| <input type="checkbox"/> <b>Experience of Project Team</b>   | <b>15</b> |  |
| <p>The bidder must provide a suitable number of CVs with references which details at least 2 years' experience of work based experience programmes:</p> <p>Composition of Team = 1</p> <p>Relevant Qualification = 2</p> <p>Relevant Experience = 2</p> <p><b>NB: The average score will be used to score the Project Team. The team must provide a minimum of one Project Manager and 2 suitably qualified Cyber security specialist and administration support</b></p> |           |  |

| <input type="checkbox"/> <b>Project plan</b>  | <b>40</b> |  |
|---|-----------|--|
| <p>Service Provider must provide a project plan showing major deliverables, milestones and timelines of at least the following:</p> <ul style="list-style-type: none"> <li>• Planning (including learner recruitment, selection and contracting) = 1</li> <li>• Execution (including induction, training, assessment, re-assessment, exit programme etc) = 1</li> <li>• Monitoring (including reporting) = 1</li> <li>• Closure (close out report, including tracking of learners to determine employment status upon completion) = 1</li> <li>• Training delivery = 1</li> </ul> |           |  |
| <input type="checkbox"/> <b>Workplace component</b>   | <b>10</b> |  |
| <p>The Service Provider must demonstrate in their proposal the workplace experience approach.</p> <ul style="list-style-type: none"> <li>• support to employers = 2</li> <li>• work logbook = 3</li> </ul>  |           |  |
| <input type="checkbox"/> <b>Quality Assurance of the programme</b>  | <b>5</b>  |  |
| <p>The service provider must provide either:</p> <ul style="list-style-type: none"> <li>• Proof of accreditation with quality assurance body, or</li> <li>• copy of policies to ensure compliance with quality assurance requirements (learner management, assessment, appeals)</li> </ul> <p>submitted – 5</p> <p>neither submitted – 0</p>  |           |  |

| <input type="checkbox"/> <b>Learner support</b>  | <b>10</b> |  |
|--|-----------|--|
| <p>The Service Provider must demonstrate in their proposal how learner will be supported during the implementation of the programme.</p> <ul style="list-style-type: none"> <li>• leave management. =1</li> <li>• learner counselling =1</li> <li>• HR /IR, payroll and legislative requirements =3</li> </ul> |           |  |
| <b>Elimination of non-qualifying Bids (score below the minimum threshold of 70%).</b>  |           |  |
|  |           |  |
|  |           |  |
|  |           |  |
|  |           |  |

#### VALUES

- 0 – NON RESPONSIVE,
- 1 – POOR,
- 2 – FAIR,
- 3 – AVERAGE,
- 4 – GOOD,
- 5 – EXCELLENT

#### 16.1. 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 for further evaluation on price.

**16.2. Pricing will be evaluated using the following formula:**

**THE 80/20 PREFERENCE POINT SYSTEMS**

**A maximum of 80 points is allocated for price on the following basis:**

**80/20 or**

$$P_s = 80 \left( 1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$$

**Where**

**P<sub>s</sub>** = Points scored for price of bid under consideration

**P<sub>t</sub>** = Price of bid under consideration

**P<sub>min</sub>** = Price of lowest acceptable bid

**16.3. 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>B-BBEE Status Level<br/>of Contributor</b> | <b>Number of points<br/>(90/10 system)</b> | <b>Number of<br/>points<br/>(80/20<br/>system)</b> |
|---|--|--|
| <b>1</b>                                      | <b>10</b>                                  | <b>20</b>  |
| <b>2</b>                                      | <b>9</b>                                   | <b>18</b>  |
| <b>3</b>                                      | <b>6</b>                                   | <b>14</b>  |
| <b>4</b>                                      | <b>5</b>                                   | <b>12</b>  |
| <b>5</b>                                      | <b>4</b>                                   | <b>8</b>   |
| <b>6</b>                                      | <b>3</b>                                   | <b>6</b>   |
| <b>7</b>                                      | <b>2</b>                                   | <b>4</b>   |
| <b>8</b>                                      | <b>1</b>                                   | <b>2</b>   |
| <b>Non-compliant<br/>contributor</b>          | <b>0</b>                                   | <b>0</b>   |



The points scored by a bidder in respect of the B-BBEE contribution will be added to the points scored for price in order to arrive at the overall score.

Points will be rounded off to the nearest 2 decimals.

In the event that two or more tenders have scored equal total points, the contract will be awarded to the bidder scoring the highest number of points for the specified goals or B-BBEE contribution.

## **17. SPECIAL CONDITIONS**

- 17.1 Sub-Contracting will be requirement for a tender as per *the (Procurement Regulation 2017 Paragraph 9)* if such tender exceeds R30 million. The BANKSETA will provide the list of QSEs and EMEs.
- 17.2 The bidder must sub-contract a minimum of 30% of the value of the contract to an EME or QSE which is at least 51% owned by black people, if the full bid amount totals to R 30 million and above.
- 17.3 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.
- 17.4 BANKSETA reserves the right not to award any of the submissions submitted.
- 17.5 The cost of preparing the submissions will not be reimbursed.
- 17.6 Shortlisted respondents may be invited for presentations.
- 17.7 Successful respondent will be required to sign a confidentiality/non-disclosure agreement.

## **18. REVIEW PROCESS**

- 18.1 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.

- 18.2 All submissions duly lodged as per the submission requirements will be evaluated in accordance with the stipulated evaluation criteria.

## **19. NON-COMMITMENT**

- 19.1 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.
- 19.2 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.
- 19.3 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.
- 19.4 BANKSETA does not take any responsibility whatsoever in respect of errors in the bid submissions.
- 19.5 All submissions received by BANKSETA will become the property of the BANKSETA and will not be returned to the bidders.
- 19.6 BANKSETA is not bound to accept any of the applications submitted.

## **20. OTHER BANKSETA REQUIREMENTS:**

- 20.1 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.
- 20.2 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.
- 20.3 Adhere to the BANKSETA Project Management Methodology as we subscribe to the PRINCE 2 project management processes. Ability to meet BANKSETA deadlines.

## **21. REASONS FOR REJECTION**

- 21.1 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.
- 21.2 The results of all submissions will be published by the BANKSETA.
- 21.3 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.
- 21.4 BANKSETA shall reject a submission if the respondent has committed a proven corrupt or fraudulent act in competing for a particular contract.
- 21.5 BANKSETA reserves the right to contact references during the evaluation and adjudication process.