TERMS OF REFERENCE

FOR

THE PROVISION OF RESEARCH SERVICES IN DEVELOPING THE 2019/20 SECTOR SKILLS PLAN (SSP) UPDATE.

BID REF: MICT/SSP/04/2019

CONFIDENTIAL

05 April 2019

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1. Background information

The Media, Information and Communication Technology Sector Education and Training Authority ("MICT SETA") is a statutory body established through the Skills Development Act, of 1998 section 10 (1) (a). The SETA was established to offer support to its stakeholders through skills development imperatives within the Advertising, Electronic Media and Film, Electronics, Information Technology and Telecommunications sub-sectors.

Guided by the National Skills Development Strategy III, the SETA has a mandate to facilitate skills development within its sector. The assignment of the SETA is to annually research on sector related information, focusing on developments relating to skills demand and supply and taking into consideration key priorities, legislations and policies that affect the sector.

The Sector Skills Plan (SSP) update is developed as a National document with the view that it should be used by all stakeholders, policy makers and the SETA staff. It should be used as one of a range of critical documents to inform skills planning and strategic decision in the SETA and the entire sector. The MICT SETA aims to address skills development priorities determined by the sector for the purpose of enhancing skills and ensuring the development of a skilled and capable workforce.

2. Overall Objective of the Project

The MICT SETA seeks to appoint a professional and competent research service provider to support the SETA in conducting research and outlining the skills requirements within its five sub-sectors. This research will ensure that the SETA has relevant and updated information to allow it to perform its strategic skills planning functions for the sector.

This request is solely on the foundation that the successful service provider will provide research support as part of the SSP update for the 2019/20 financial year. The research will be conducted on a 60/40 basis, with the MICT SETA Sector Skills Planning Researcher completing 40% of the total workload (See Annexure 1).

Research focus areas include (but not limited to) the following:

- Sector Profile
- Key Skills Issues
- Extent of Skills Mismatches
- Sector Partnerships
- Skills Priority Actions

3. Scope of work/Terms of Reference

The successful service provider will work with the MICT SETA's SSP researcher on a 60/40 basis. The service provider will research and prepare the SSP in line with the Department of Higher Education and Training (DHET) 2016/17 SSP framework. The research work will have to address the following requirements:

- **Sector Profile**
  - The profile of the sector must be accurately captured in all aspects and updated.
  - The economic performance, employer and employee profile must be clearly outlined and updated.
  - Trends and patterns in the sector must be captured accurately.

- **Key Skills Issues**
  - Choice of change drivers must be directly related to skills demand and Supply.
  - Key Skills Issues must be exhaustively explained using participative research methods.

- **Extent of Skills Mismatches**
  - There must be an accurate scarce and PIVOTAL skills list with supporting evidence for each occupation.
  - A critical analysis of the state of education and training in the sector must be done.
  - There must be an accurate identification of skills gaps with supporting evidence.
  - Occupational mismatches must identified with supporting evidence.

- **Sector Partnerships**
  - A critical analysis of the SETA partnerships demonstrating an understanding of issues must be conducted.
  - There must be a focus on what has been achieved through partnerships and evidence of successful partnerships.

- **Skills Priority Actions**
  - Insight and analysis of findings from previous chapters must be translated into skills priority actions.
  - A summary of major skills priorities must be identified and discussed.

4. Methodology

The service provider will be expected to design and apply tools which will produce analyses of valid and reliable data. This will include, but not limited to; literature reviews, surveys, interviews with key stakeholders and focus groups. Furthermore, the service provider is expected to propose a methodological approach that is applicable to the research questions in the latest SSP update. Below are some of the recommendations based on previous work undertaken:

- Defining and describing the sector; this will involve mainly desktop research to produce a clear definition of the MICT sector, including its five sub-sectors. It is also important to define relationship boundaries.

- Reviewing sectorial, key national policies and other measures to determine alignment.

- Conducting analysis of remuneration levels and other trends in the sector using desk research and analysis of databases such as Stats SA, HETMIS, Quantec and Business Monitor, etc.

- Examining linkages and alignment to national strategies and priorities using scenario thinking to understand and anticipate future trends for the MICT sector.

- Analyzing Work Place Skills Plans (WSPS) and Annual Training Reports (ATRs) that are submitted by employers.

- Evaluating skills needs of different sub-sectors of the MICT SETA. This will exclude data from WSPs.

- Organizing focus groups to test findings of desk, data and field research. This will be to explore potential strategies for the expanding sector, at the same time improve on labour absorption levels

- Implementing supply side analysis based on current programmes available to meet the demands of the sector.

- Improving the process of consultation within the SETA to validate the SSP with Stakeholders, including presentation, preparation and facilitation of discussion where required.

- Reviewing and preparing the final SSP for submission based on stakeholder inputs.

5. Deliverables

- The service provider shall deliver the SSP document, which should be no longer than 60 pages, to meet the DHET's 2016/17 SSP framework requirements.

- A portfolio of evidence (PoE) will be provided for each chapter. Such evidence will include full quantitative data sets and interview transcripts; together with synthesis reports.

6. Evaluation Criteria

Please note that the evaluation of the proposal will be conducted in three (3) stages:

Stage 1: Submission of compulsory documents

Stage 1 will entail checking compliance with the requirement for compulsory documents. Service providers who do not submit all compulsory documents will be disqualified. Below is a list of compulsory documents which must be submitted with the bid invitation document or Request for Quotation (RFQ):

- Proof of registration on CSD which will be used to verify service provider's tax compliance status.
- Certified Copy of Incorporation Documents of Partnership or CC or Company.
- Certified copy of B-BBEE Certificate.
- Certified ID Copies of Directors/Shareholders/Members.
- Company Profile with contactable reference list for similar work done.
- Comprehensive Curriculum Vitae (C.V) – With reference list, must detail technical experience, and be submitted with certified copies of qualifications.
- **General conditions of contract** (attached)

The attached Standard Bid Documents and General Conditions of Contract as prescribed by the National Treasury form part of the bid documentation and must be completed an initialed by an authorized representative.

Note: Service providers that fail to comply with the above mentioned requirements will be disqualified.

Stage 2: Technical/Functionality Stage

Not limited to, preference will be given to professionals/service providers that will be able to demonstrate prior experience of similar projects done. Any prior research on social sciences research is still acceptable. The evaluation benchmark is on the basis that the service provider is able to propose a methodological approach that is applicable to the research questions in the SSP update.

An evaluation of functionality will be based on the criteria noted in the table below. Each evaluation criteria in the table will carry a weighting as indicated, and the service provider will be required to score a minimum of 70 points (out of the 100 points), i.e. 70%, for functionality in order to qualify for further evaluation on price and B-BBEE on stage 2. Moreover, the weighted elements will range between 0-5; where 0= no evidence to be rated, 3= meets minimum requirements, and 5= exceeds requirements.

Criteria	Weight	Score
Research work previously conducted must include examples in the form of project understanding and project plan, tools, analysis and reporting with recommendations). **Where;** 0= no evidence 3=evidence meets expectation 5= Exceeds expectation	**40**	
Attach at least 2 samples of previous work completed for similar research projects conducted, not limited to, but advantage will be given to service providers that have SSP as part of their portfolio of evidence. **Where;** 0= no evidence 3= 2 samples 5= more than 3 samples	**30**	
Attach curriculum Vitae(s) of the individual project incumbent(s) as well as their qualifications, e.g. Project lead/consultant /manager who will be implementing the project and executing all project related functions for the SSP research project. **Where;** 0= no similar project experience. 3= At least 2 key have similar project experience. 5= more than 2 people have similar project experience.	**10**	
Profile of the service provider/company appointing the individual SSP research project incumbent(s). **Where;** 0= Profile does not demonstrate experience in social sciences research. 5= The profile of the submitting company demonstrates similar research conducted.	**10**	

Attach two reference letters indicating ; (1) Professionalism (2) Meeting tight deadlines (3) Quality of work done Not limited to, but advantage will be given to those that have SETA reference letters. **Where;** 3= 2 Reference letters 5= More than 3 reference letters	**10**	
Total	**100**	
Qualifying Threshold	**60**	

Stage 3: Pricing Stage

- The points scored in respect of B-BEE contribution will be added to the points scored for price to determine the total points scored.

- If the service provider successfully attains 70 points/percent or more in stage 1, further valuations will be conducted for price in terms of the 80/20 preference point system; where 80 points will be for price and 20 points will be for the organization's B-BEE status level.

- The following formula will be used to calculate the points for the price:

$$Ps = 80\left\{1 - \frac{(Pt - P\min)}{P\min}\right\}$$

Where;

Ps = Points scored for comparative price of proposal or quotation.
Pt = Comparative price of proposal or offer.
P min = Comparative price of lowest acceptable proposal offer.

The points for service provider's B-BBEE will be awarded as per the company's B-BBEE status Level of contribution in accordance with the preferential Procurement Policy Framework Act Regulations of 2011 as shown on the BEE rating certificate accredited by recognized verification agency or accounts for SME/EMEs, or sworn affidavit.

The B-BBEE points will be allocated as shown on the table below:

B-BBEE Status level of contributor	Number of Points (80/20 system)
1	20
2	18
3	16

4	12
5	8
6	6
7	4
8	2
Non-Compliant Contributor	0

7. Experience in the requested services

Service providers (Professionals/Companies) should be able to demonstrate prior experience of similar projects undertaken and successfully completed for them to qualify.

8. Proposed Methodology

The service provider must provide a detailed proposal, articulating, amongst other things, the following:

- Methodology/approach to be used to carry out the assignment as per ToR.

- The service provider's proposal must clearly and separately deal with the immediate scope and ad hoc services.

- Proposed timelines of delivering on the immediate scope; and indicative response times for attending and delivering on ad hoc services.

9. Conditions

- MICT SETA does not bind itself into accepting the lowest quote and also reserves the right to appoint more than one service provider.
- MICT SETA does not bind itself into making an appointment from presentations, proposals and quotations received.
- MICT SETA reserves the right, at its sole discretion, to cancel this request for proposals, presentations and quotations or not to make any appointment at all.
- All prices quoted must be VAT inclusive.
- MICT will not make upfront payments.
- Upon award of the bid, the successful service provider shall enter into an agreement with the MICT SETA. The said agreement shall be in a format prescribed by the MICT SETA.
- The successful service provider shall provide the service required based on the set timelines and as per the schedule to be provided by the MICT SETA.

10. Submissions

Submissions must be couriered or hand delivered before the stipulated date and time at the address stipulated in Section 11 below. The MICT SETA may request clarification or further information regarding any aspect of the service provider's response. The service provider

must provide the requested information within forty-eight (48) hours after the request has been made; otherwise the service provider may be disqualified.

The following information must be endorsed on the envelopes:

- Advertisement Reference Number
- Closing date
- Name of the service provider

For Technical enquiries please contact Mr. Thabang Motsoeneng – Researcher: Sector Skills Planning at 011 207 2619 during office hours (08h00 – 16h30).

For any Supply Chain enquiries please contact Mr. Mabolane Mankga Officer: Supply Chain Management at 011 207 2631 during office hours (08h00 – 16h30).

11. Closing Date of Proposal

A comprehensive proposal together with quotation meeting the above requirements must reach the MICT SETA by no later than **12 April 2019, time 13:00**.

Only hard copy proposals will be accepted and must be couriered or hand delivered to the MICT SETA office at:

19 Richards Drive
Block 2, Level 3 West,
Gallagher House,
Midrand

For Attention: Peter Masepa (SCM Administrator)

Please note that no late proposals will be considered.

Annexure 1

Proposed Workload Allocation for MICT SETA SSP 2019 Update (60/40 basis)

PRESCRIBED STRUCTURE	Method / Tasks	Portfolio of evidence	Days & Organisational responsibilities	
Cover Page				
Cover page needed. (1 page)				
Foreword:				
A foreword for not more than 250 words should be written by the SETA Chairperson. (1 page)	MICT SETA to write			
Acronyms				
Acronym Page. (1 page)	Assume acronyms from previous reports valid and will require minimal work			
Executive Summary:				
There should be an executive summary of not more than 3 pages.	Write up			Service Provider 1 day
Contents Page, Table of Figures, and Tables				
There should be a contents page, table of figures and tables.(2 pages)	The report will be set up to generate these automatically			
Research Process and Methods				
• Indicate what the study was looking into (Topic) • Nature (Design) of the study (Quantitative or Qualitative) • Objectives of the study • Data collection tool	Write up			Service Provider 1 day

• Sample size and scope of the study • List of data sources and data sets analysed • Time frame of the study (When was the study undertaken				
Chapter 1 Economic Sector Profile(not more than 15 pages)				
Scope of Coverage • What is the coverage of the sector?	Scope of coverage is already in the current SSP and doesn't change.		MICT SETA 1 day	
Key Role-Players • Who are the movers and shakers in the sector?	A comprehensive stakeholder mapping was completed last year. It will be checked and updated if new stakeholders have emerged (from the literature or interviews)	Focused list of the key stakeholders in the sector.	MICT SETA 1 day	
Economic Performance • What is the sector's contribution to the economy? How does this compare to the rest of the economy? How is the sector performing currently? What is its future outlook? How competitive is the sector?	Literature review – addresses structural demand. Analyse 2015 data for quantitative analysis e.g. Quantec, Stats SA and any other relevant data sources	Statistical data	MICT SETA 10 days	Service Provider (15 days)

Employer Profile • How many businesses are represented within the sector and its sub-sectors? What size are they? Where are they geographically based and • How have they been performing in terms of start-ups and closures?	Analysis of MICT SETA data (SARS download) Review of media reports	Statistical data		
Labour Market Profile • How many people are employed within the sector? • What are the race, gender, age and disability characteristics? Which sub-sectors do people work within? Where • Is employment geographically based? • How has employment in the sector and subsector evolved? Have there been any measurable trends occurring? What broad occupational groups within the sector do people belong to?	Quantitative analysis e.g. Quantec, StatsSA	Statistical data		
Chapter 2 Key Skills Issues (not more than 5 pages)				
• Change Drivers			MICT SETA	Service Provider

• What are the major factors impacting on skills demand and supply in the sector? • What are the implications of these for skills planning in the sector? • What research methods have been employed to arrive at findings? •	Literature review (focus on publications over the past year) – addresses cyclical demand	A review of the main findings from academic and media sources	4 days	3 days
• Alignment with National Strategies and Plans • What are the major national plans and strategies saying about your sector? What are the implications for skills planning in your sector? •	Update 2019 SSP with developments from the past year.	Review of outputs from relevant ministries over the past year affecting MICT SETA plans.	MICT SETA 3 days	
• Chapter 3 Skills Shortages(not more than 20 pages) •				
• Extent and nature of demand • What is the number and types of vacancies? • Which occupations are hard-to-fill? Why? • What are the occupational wage trends? • What are occupational employment trends? • What are the conditions of Employment? • How is migration impacting on the sector? •	WSP Analysis of recruitment data; Interviews with up to 20 key recruiters in the sector	Statistical data Interview transcripts		Service Provider 13 days
Extent and nature of supply • What is the extent of occupational skills supply in the sector?	Analysis of DHET data Analysis of MICT SETA qualifications data Literature review;	Statistical data and interview transcripts		Service Provider 10 days

• What is the state of education and training provision? • What supply problems are firms experiencing?	Interviews with provider institutions			
Identification of scarce skills and skills gaps • What are the scarce skills in the sector? Provide a scarce skills list. • What is the extent of scarcities • What are the skills gaps in the sector that need improving? • What is the impact of shortages on firms? • How employable are graduates?	WSP; focus groups, interviews with recruitment agencies	Statistical data Interview transcripts Focus group transcripts	MICT SETA 5 days	Service Provider 10 days
Chapter 4 Sector Partnerships (not more than 5 pages)				
Existing Partnerships • What is the state of existing SETA partnerships? • How successful are these partnerships? On what evidence. • What is working well with partnerships? • What are some of the problems experienced with partnerships? • What should be done to strengthen partnerships?	Interviews with MICT SETA Interviews with partners	Interview transcripts	MICT SETA 3 days	

New Partnerships • What new partnerships are needed for the sector? Why? • What is the plan of action?	Interviews with MICT SETA	Interview transcripts	MICT SETA 1 day	
Chapter 5 Skills Priority Actions(not more than 5 pages)				
Findings from Previous Chapters • What the key findings from previous chapters?	Write-up summary of key findings			Service Provider 1 day
Recommended Actions • What are the skills priorities for the sector? • What measures should be initiated to support national strategies and plans	Write up			Service Provider 2 days
Bibliography				
• A bibliography must be included at the end.(2 pages)				
Total days			**32 MICT SETA days**	**55 Service Provider days**