



**mictseta**

Media, Information and Communication Technologies  
Sector Education and Training Authority

Accelerating quality skills towards an information savvy society

## **TERMS OF REFERENCE FOR MICT SETA'S BUSINESS PROCESS REENGINEERING SERVICES**

**CLOSING DATE AND TIME: 30 AUGUST 2019 @ 15:00**

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## **1. INTRODUCTION**

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.

## **2. PURPOSE AND OBJECTIVES**

### **2.1 PURPOSE OF PROJECT**

The MICT SETA is looking for a suitably qualified service provider to provide Business Process Reengineering Services.

The MICT SETA plans on conducting a formal project of to ensure optimal business process reengineering and automation. The objective of this bid is to appoint a service provider to assist the organisation to analyse, evaluate and design business processes. The MICT SETA expects the service provider to evaluate the value chain of the organisation and not only the stand-alone business processes. The work entails determining requirements and performance measures for key stakeholders to assist the organisation to achieve its Strategic Plan and Annual Performance targets.

### **2.2 OBJECTIVES OF PROJECT**

The objective of the project is to improve business performance through process analysis, mapping, simulation and reengineering of selected core processes of the organisation. The following are the key project objectives:

- To create a common understanding of the processes within the organisation
- To promote policy coherence, institution alignment and integrated strategic implementation of the MICT SETA Operating model and Value Chain.
- To ensure that the processes within the organisation are compliant to all applicable legislations and mandates
- To reduce duplication of process within the organisation

- To eliminate delays in the processes
- To improve the monitoring and evaluation of the organisation's Key Performance Indicators
- To reduce dependence on paper documents and forms by increasing the number of automated processes.
- To optimize MICT SETA personnel utilisation and all-inclusiveness relevant stakeholders

### **3. PROJECT SCOPE AND DELIVERABLES**

#### **3.1. ORGANISATIONAL STUCTURE (ATTACHED AS ANNEXURE A)**

The following diagram depicts the functional structure of the MICT SETA.

XXXXXX ORGANISATIONAL STRUCTURE OF MICT SETA XXXXXXXXXXXX

XXXXXX ORGANISATIONAL STRUCTURE OF MICT SETA XXXXXXXXXXXX

## **3.2. PROPOSAL REQUIREMENTS**

The response to the bid should include the bidder's complete project implementation proposal detailing the following:

### **3.2.1. Proposed Project Approach**

The bidder is required to propose an approach that addresses the project requirements detailing and including the following:

- The proposed Project management methodology
- The proposed Project Plan
- The proposed business processes management/reengineering methodology and;
- The proposed business processes management/reengineering tool.

### **3.2.2. Qualifications of Staff**

The bidder shall provide evidence that their staff are appropriately qualified to manage and deliver the project. A list of proposed key project resources detailing role, name, qualifications, and years of experience should be provided. The list should be accompanied by copies of qualifications for each resource.

## **3.3. SCOPE OF WORK**

- **Requirements Elicitation:** attain critical requirements across all business units within MICT SETA
- **Information Gathering:** Attain and study all necessary documents that the processes should align to. E.G. Strategy, Annual Performance Plans, Sector Skills Plan, All applicable legislation and mandates
- **JAD Sessions:** Conduct information gathering interview with operational resources across all business units
- **Analyse and Document Processes:** Utilise the tools provided by the organisation to develop all the process maps, and documenting the objectives, risks, and key
- **Recommendations** to implement a solution to automate the business processes

### **3.4. PROJECT DELIVERABLES**

The following outputs/deliverables for selected functions will be expected for the duration of the project contract period:

- AS-IS business processes
- TO-BE business processes detailing the following
  - Information flow
  - Process input and output
  - Dependencies
  - Process owners
  - Process RACI charts
  - Process controls/policies
- Document detailing the recommended solutions that will automate the TO-BE business processes

### **3.5. DURATION OF THE PROJECT**

The contract period shall be for a period of three (3) months from date of appointment. The Service Provider is requested to be available if and when required by the organisation within the duration of the contract.

### **3.6. REPORTING REQUIREMENTS AFTER CONTRACT IS SIGNED**

The following reports/information should on a regular basis, be submitted to the MICT SETA Executive Management:

- Weekly Project Progress Reports
- Close out Report in the last month of the project
- Training / roll out of the new processes to the users

### **3.7. PERFORMANCE MEASURES FOR SUCCESSFUL BIDDER**

The Service provider will be measured against the following:

- 
- Timing and quality of the project charter
- Ability to meet deadlines
- Accuracy and integrity of the analysis deliverables
- Ability to engage appropriately with relevant MICT SETA business unit's heads and staff members
- Quality of documentation produced

#### **4. 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 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) of the team – With reference list, with certified copies of qualifications.

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 and 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**

In this stage, the evaluation of bid shall include functionality whereby the bids will be evaluated in terms of the evaluation criteria embodied in the bid document.

The minimum qualifying score for functionality will be 70 points and bids that fail to achieve the minimum qualifying score will be eliminated.

Only bids that achieved the minimum qualifying score/ percentage for functionality will be evaluated further in accordance with the 80/20 preference point systems prescribed in Preferential Procurement Regulations 5 and 6

**Evaluation for Functionality will be as follows:**

<b>NO.</b>	<b>CRITERIA</b>	<b>WEIGHT</b>
1.	<p><b>Project Management</b></p> <ul style="list-style-type: none"> <li>• Proposed Project Methodology (10)</li> <li>• Project Plan,(Gantt Chart Included) (10)</li> </ul>	<b>20</b>
2.	<p><b>Business Process Mapping</b></p> <p>The proposed business processes management/reengineering methodology and tool</p> <ul style="list-style-type: none"> <li>• Mentions all scope of work and addresses all or more required deliverables (45)</li> <li>• Mentions some scope of work addresses some deliverables (20)</li> <li>• Otherwise 0</li> </ul>	<b>45</b>
3.	<p><b>Work Experience of Service Provider years of experience in similar projects:</b></p> <ul style="list-style-type: none"> <li>• 6 – 9 yrs. = 20</li> <li>• 2 – 5 yrs. = 10</li> <li>• Less than 2 years =5</li> </ul>	<b>20</b>
4.	<p><b>A reference letter where the bidder performs similar functions for the Client.</b></p> <p>5 letters = 15</p> <p>3 letters = 10</p> <p>1 letter = 5</p>	<b>15</b>
<b>TOTAL</b>		<b>100</b>

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.



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

### **Project Proposal and Presentation**

All Bidders are required to prepare a project proposal as part of the response to the bid. If necessary, the shortlisted providers will be required to deliver a presentation of their proposal addressing section 1 and 2 of the evaluation criteria. The presentation will also be evaluated.

### **Stage 3: Pricing Stage**

- The points scored in respect of BBBEE 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 evaluations 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 organisation's B-BEE status level.
- The following formula will be used to calculate the points for the price:

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

#### **Where;**

$P_s$  = Points scored for comparative price of proposal or quotation.

$P_t$  = 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 recognised verification agency or accounts for SME/EMEs, or sworn affidavit.

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

<b>B-BBEE Status level of contributor</b>	<b>Number of Points (80/20 system)</b>
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-Compliant Contributor	0