Mining Qualifications Authority
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REQUEST FOR PROPOSAL FOR THE APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE SUPPORT AND MAINTENANCE SERVICES (INCLUDING ENHANCEMENTS) OF THE MQA LEARNER & EMPLOYER INTERACTIVE SYSTEM FOR THE DURATION OF TWELVE (12) MONTHS.

1. INTRODUCTION

The Mining Qualification Authority (MQA) is a public entity established in terms of section 45 of the Mine Health and Safety Act No. 29 of 1996 (MHSA) and is a Sector Education and Training Authority (SETA) in terms of item 4A to the second schedule of the Skills Development Act, Act no. 97 of 1998 (SDA). The MQA is listed as a schedule 3(a) public entity in terms of the Public Finance Management, Act no. 1 of 1999 (PFMA) and has an Accounting Authority (the Board) that is constituted in terms of the MHSA, the SDA and its constitution.

The MQA is expected to inter alia respond to the National Development Plan (NDP) which aims to eliminate the historical and structural poverty, unemployment and reduce inequality by 2030. The NDP seeks to build the capacity of South African citizenry to ensure that South Africa has adequate, appropriate and high-quality skills for economic growth, employment and social development. The National Skills Development Plan (NSDP) among others, responds to it by outlining outcomes to be met by various agencies through various interventions to increase access to high quality and relevant education and training and skills development opportunities, including workplace learning and experience, to enable effective participation in the economy and society by all South Africans and reduce inequalities.

2. PURPOSE & BACKGROUND

The MQA requires the services of a qualified and experienced service provider to provide support and maintenance (Including Enhancements) services of the MQA Learner & Employer Interactive System. The rationale for procuring the support and maintenance services is to ensure that assistance is provided when required. The Learner & Employer Interactive portal can be accessed by using the following URL: portal.mqa.org.za.

The MQA Learner & Employer Interactive System primary objective is to provide a central interactive platform for learners and employers in the mining sector to access opportunities, skills development resources, career information,

and industry news. Learners can create profiles, upload CVs, and explore training, bursaries, learnerships, internships, and employment opportunities, while employers can connect with qualified candidates and access sector-related information.

The platform also serves as a repository for mining and minerals sector resources, including research, policies, reports, career guidance materials, and stakeholder information, supporting the MQA in fulfilling its mandate and promoting skills development within the sector.

The MQA Learner & Employer Interactive System is developed using the following technologies:

Front-End	=	Angular
Back=End	=	Java and Springboot
Database	=	MySQL

Refer to the below link for the viewing of the site for your reference and familiarity:

The system is hosted in-house (i.e. within the internal MQA environment) and included in the Managed DRaaS solution. The current provider is responsible for the patching and software upgrade and / or update of the system including the full support and maintenance (i.e. ensuring adequacy and validity of backups, and quarterly DR Restore Testing).

3. SCOPE AND DEFINITION OF WORK:

The appointed service provider will provide support and maintenance on the existing MQA Learner & Employer Interactive System covering, but not limited to:

3.1 Executing health checks of the application.

3.2 SSL certificate renewal and configuration/installation (From a trusted authority);

3.3 Annual Domain renewal (portal.mqa.org.za);

3.4 Upgrading of the application patches, upgrades, versions when necessary, in line with the MQA Patch Management Framework.

3.5 Ad hoc development and Enhancement of the application (which will be governed through the approved MQA policies, standards and procedures).

3.6 Assist with configuration of system reports or modification of existing reports (i.e. intelligence reporting, dashboards).

3.7 Reporting and presentation to MQA Governance structures, including Monthly SLA meetings

3.8 Overall support and maintenance.

3.9 Disaster Restore testing processes (from application side)

3.10 Manage integration to other MQA systems

3.11 User training

3.12 Proper handover report upon contract termination

4. OUTCOMES AND DELIVERABLES:

The project deliverables shall include but not limited to:

4.1 Maintenance and fully supported functional and Secure Website (i.e. ensuring that the website is available, and accessible through all the different browsers and have full mobile compatibility);

4.2 SSL certificate renewal and configuration/ installation (From a trusted authority);

4.3 Domain renewal and configuration (portal.mqa.org.za);

4.4 Support and maintenance of the system

4.5 System reports or modification of existing reports.

4.6 Reporting and presentation to MQA Governance structures, including Monthly SLA meetings.

4.7 Ad-hoc development and Enhancements

4.8 Up to date System (in terms of patches, version release, and application updates)

4.9 Disaster Restore Resting processes (from application side)

4.10 Integration to other MQA systems (API to integrate with the IMIS / ERP System for learners, providers and / or employers)

4.11 User training

4.12 Handover report.

5. APPROPRIATE QUALIFICATIONS, EXPERIENCE, SKILLS AND KNOWLEDGE

Suitable bidder must have required experience and capacity for website application support and maintenance as well as system development and enhancements.

5.1 Company Experience - Bidders must provide MQA with reference letters from different clients in website support and maintenance services as well as development.

5.2 Capacity and expertise – Bidders must provide MQA with CV's for the capable human resources in website support and maintenance services as well as development.

6. DURATION OF THE PROJECT / CONTRACT:

6.1 The successful bidder will be appointed to render the support and maintenance for the period of twelve (12) months.

6.2 Work will start after the signing of the Service Level Agreement (SLA) for support and maintenance.

7. INTEGRITY AND CONFLICT OF INTEREST

7.1 The service provider shall always exhibit the highest level of integrity in the performance of all professional assignments and will accept only assignments for which there is a reasonable expectation that the assignment will be completed with professional competence.

7.2 The successful service provider is required to conduct the assignment and compile the required reports and or information with the utmost integrity and honesty, and collect sufficient, appropriate evidence to ensure that the ultimate solution will assist the MQA to achieve its organisational goals and objectives.

8. PROJECT MANAGEMENT

The service provider appointed shall be given instructions by or shall report to the Senior Manager IT and Senior Manager Learning Programmes.

9. PROJECT PROPOSAL

The successful bidder will be required to submit the following:

a. A short profile of the bidder which outlines the services required for this project.
b. All the documents required as per the evaluation criteria.
c. Details of the cost/fee breakdown for the services to be rendered.

10. PROJECT PRICING

Details of the cost/fee breakdown for the support and maintenance price schedule:

Price Schedule		
	Task description	Amount
1	Senior **Developers** (Rate per Hour)	
2	Junior **Developers** (Rate per Hour)	
3	Ad-hoc development / configuration / ehnhancement Fee (Rate per Hour)	
4	API Development & Maintenance (Rate per Hour)	
5	SSL Certificate Renewal and activation (Rate per Hour)	
6	Domain renewal	

NB: Please note that the rate per hour is for the different technical human resources consultation rates for support and maintenance. Support and maintenance will be on time and material basis, hence the request for rates per hour and call out fee if applicable.

11. EVALUATION CRITERIA

Proposals for the appointment of the service providers will be evaluated in three (3) phases. The **first phase** will be compliance, the **second phase** will be functionality, the **third phase** will be pricing and specific goals in accordance with the PPPFA. A bidder will only go to the

next phase of evaluation if they have met the requirements of the previous phase of evaluation.

11.1 PHASE ONE (1): COMPLIANCE

RETURNABLE DOCUMENTS TO BE SUBMITTED

11.1.1 11.1.1 Proof of registration on Central Supplier Database System (CSD)

11.1.2 Valid Tax Clearance Certificate (Refer to SBD 2: Tax Clearance Certificate Requirements) or Tax PIN;

11.1.3 B-BBEE Certificate of Measured Entity (if no certificate is received, a score of zero will be allocated for evaluation purposes);

11.1.4 SBD 4: Declaration of Interests Form fully completed and appropriately signed;

11.1.5 SBD 6.1: Preference Points Claim Form, fully completed and appropriately signed;

NB: Bidders who fail to submit the above documents will be disqualified and will not be evaluated further, however, to the extent that the applicable laws and regulations permit, bidders will be contacted to address outstanding information within a reasonable timeline as determined by the MQA. The request of such outstanding information will not be information that affects the substance of the bid or give a bidder unfair advantage to the other bidders.

11.2 PHASE TWO (2) FUNCTIONALITY

The proposal will be evaluated on a five-point scale as follows:

0 = Required documents not submitted

1 = Poor, does not meet criteria.

2 = Fair, less than acceptable. Not sufficient for performance requirements.

3 = Satisfactory, adequate for the performance requirements.

4 = Very Good, above the average compliance to the requirement.

5 = Excellent, exceptional mastery of the requirement.

KPA	ELEMENT	WEIGHT	SCORING MATRIX
Experience of the company in website application development and support & maintenance	Provide a minimum of 3 reference letters. For the reference letter to comply, it must have the following: • Be written on the client's letterhead, signed by relevant officials, dated, with contactable details (email/phone numbers), regarding work done within 24 months (with 1 work done in 12 months). • Detailing the website application development and support & maintenance service rendered. **NB: The MQA reserves the right to contact and verify the provided reference clients via their provided contact details.** **Should such referenced clients not confirm successful work and/or services rendered as in the reference letter; the MQA shall consider such provided letter to not be compliant.**	30	0=No submission or submitted irrelevant letters 1=1 compliant reference letters provided 2=2 compliant reference letters provided 3=3 compliant reference letters provided. 4=4 compliant reference letters provided. 5=5 or more compliant reference letters provided
Capacity and expertise in website application development and support & maintenance	Provide a CV of a capable Senior Developer with 3 – 5 years' experience in web application development or web application support and maintenance.	15	0= No submission 1 = A CV provided of a Senior Developer with less than 2 years of experience in web application development

Please provide a separate CV for this human resource.	**NB The proposal must indicate the name of the person who will be playing the role of a Senior** Developer **for evaluation purposes.** The person must be in the employ of the company and must always be availed for the project – an alternate must be approved my MQA. **CV must also indicate where and when was the experience acquired as we as what kind of experience. The CV must also have contactable references for the confirmation of experience.**		or web application support and maintenance. 2 = A CV provided of a Senior Developer with 2 – less than 3 years of experience in web application development or web application support and maintenance. 3= A CV provided of a Senior Developer with 3 – less than 4 years of experience in web application development or web application support and maintenance. 4 = A CV provided of a Senior Developer with 4 – less than 5 years of experience in web application development or web application support and maintenance. 5 = A CV provided of a Senior Developer with 5 or more years of experience in web application development or web application support and maintenance.
Qualification and/or expertise of a Senior Developer in web	Provide a copy of certified certificate/s related to web application development or system development.	25	0= No qualification/s or certification provided; Irrelevant Qualification /s / certification/s

application development Please provide relevant certified certificate(s).	**The certificate(s) must have been certified within the past 6 months on the closing date of this request for proposal.**		1 = NQF 4 qualification with web application development as a course/subject submitted. 2 = NQF 5 qualification with web application development as a course/subject submitted. 3= NQF 6 qualification with web application development as a course/subject submitted. 4 = NQF 7 qualification with web application development as a course/subject submitted. 5= Qualification with web application development as a course/subject and a membership to one relevant IT professional body
Capacity and expertise in website application support and maintenance Please provide a separate CV for this human resource.	Provide a CV of a capable Junior Developer with 1 – 3 years' experience in system web application development or web application support and maintenance. **NB: Bidders are encouraged to complete the CV template provided over and above the submission of the Project Resource's CV - Annexure B.**	10	0= No submission 1 = A CV provided of a junior Developer with less than 1 year of experience in web application development or web application support and maintenance.

			2 = A CV provided of a junior Developer with 1 – less than 2 years of experience in web application development or web application support and maintenance. 3= A CV provided of a junior Developer with 2 – less than 3 years of experience in web application development or web application support and maintenance. 4 = A CV provided of a junior Developer with 3– less than 4 years of experience in web application development or web application support and maintenance. 5 = A CV provided of a junior Developer with 4 or more years of experience in web application development or web application support and maintenance.
Qualification and/or expertise of a Junior Developer in system development, maintenance and support.	Provide a copy of certified certificate/s related to web application development or system development. **The certificate(s) must have been certified within the past 6 months on the closing date of this request for proposal.**	20	0= No qualification/s or certification provided; Irrelevant Qualification /s / certification/s 1 = NQF 4 qualification with web application development as a course/subject

Please provide relevant certified certificate(s).			submitted. 2 = NQF 5 qualification with web application development as a course/subject submitted. 3= NQF 6 qualification with web application development as a course/subject submitted. 4 = NQF 7 qualification with web application development as a course/subject submitted. 5= Qualification with web application development as a course/subject and a membership to one relevant IT professional body
Total		100	

Note: Bidders must obtain 70 out of 100 points on functionality to be evaluated further for Price and specific goals

11.3 PHASE THREE (3): PRICING AND SPECIFIC GOALS

During the third phase proposals will be evaluated using the 80/20 preference points system in accordance with the PPPFA guidelines. Based on this system the points will be allocated as follows:

Criteria	Points
Price	80
Specific goals	20

Specific goals Points will be awarded to a bidder in accordance with the table below:

PREFERENCE GOAL	**80/20**	**Documents for verification**
GOAL 1 – B-BBEE Status Level of Contributor Maximum Points	**15**	
1	15	B-BBEE Certificate/Sworn Affidavit
2	14	B-BBEE Certificate/Sworn Affidavit
3	10	B-BBEE Certificate/Sworn Affidavit
4	8	B-BBEE Certificate/Sworn Affidavit
5	6	B-BBEE Certificate/Sworn Affidavit
6	5	B-BBEE Certificate/Sworn Affidavit
7	4	B-BBEE Certificate/Sworn Affidavit
8	2	B-BBEE Certificate/Sworn Affidavit
Non-compliant contributor	0	

GOAL 2 – Promotion of Black Woman/Youth/ Disable/Rural Area Maximum Points	**5**	**Documents for verification**
Business owned by equal to or more than 50% black people who are woman	2	B-BBEE Certificate/Sworn Affidavit
Business owned by equal to or more than 50% black people who are youth	1	B-BBEE Certificate/Sworn Affidavit
Business owned by equal to or more than 50% black people with disability	1	B-BBEE Certificate/Sworn Affidavit

Business owned by equal to or more than 50% black people living in rural areas	1	B-BBEE Certificate/Sworn Affidavit

Service Providers must submit original and valid B-BBEE Status Level Verification Certificate or certified copies thereof, issued by accredited Verification Agencies by SANAS or Registered Auditor approved by the Independent Regulatory Board of Auditors (IRBA), together with their bids, to substantiate their B-BBEE claims. Exempted Micro Enterprise must submit a letter from the Accounting Officer who is appointed in terms of the Close Corporation Act.

Service Providers who do not submit B-BBEE Status Level Verification Certificate or Sworn Affidavit are non-compliant contributors to be B-BBEE and do not qualify for preference points for specific goals.

The MQA is an equal opportunity and affirmative action employer. It shows the same commitment to those who wish to provide services to the MQA via the procurement process. It should be noted that regard will be given to those proposals from persons or companies which were previously disadvantaged, or which show evidence of skills transfer and representativeness. This does not preclude the formation of consortiums or the inclusion of proposals on how this project can be used to further the aims of transformation.

12. TERMS AND CONDITIONS OF THE BID

12.1 Awarding of this contract will be subject to the service provider's acceptance of the Supply Chain Management's general conditions of contract.

12.2 The MQA reserves the right to terminate the contract if there is clear evidence of non-performance and or poor quality of work.

12.3 MQA may at its sole discretion, award an assignment or any part thereof to more than one bidder (s).

12.4 Payment will only be made for acceptable work completed and timeously delivered in line with the agreed Pricing Schedule during the contracting phase.

12.5 The MQA may undertake due diligence to qualifying service provider to ascertain functionality.

12.6 Mining Qualifications Authority reserves the right not to award the bid to any service providers.

12.7 Any suggestions during the progress meetings, once accepted by both parties, shall form part of the contract.

12.8 MQA reserves the right to accept the project costing wholly or partially.

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