



merSETA

MANUFACTURING, ENGINEERING
AND RELATED SERVICES SETA



JET EDUCATION
SERVICES

REQUEST FOR QUOTATIONS:

**KNOWLEDGE MANAGMENT FOR THE MERSETA'S
DIGITAL ECOSYSTEM AS PART OF THE PSET CLOUD
PROGRAMME**

1. BACKGROUND

JET Education Services (JET)¹, in collaboration with the Manufacturing, Engineering and Related Services Sector Education and Training Authority (merSETA)², have initiated a programme (PSET CLOUD) that seeks to address the development of an integrated national digital ecosystem that is interoperable and can be used for effective skills planning and provisioning.

The purpose of the overall project is to establish an integrated digital ecosystem that will strengthen, integrate, coordinate and improve efficiencies in the governance and management of the post-school education and training (PSET) system. The main objective of the project is to ensure that data sets are interoperable, well synchronized and used effectively as sources of information for planning and improving efficiency in the PSET system.

Phase 1 and 2 of the of the programme, which involved a situational analysis of the PSET sector, a mapping study, a feasibility report and establishment of PSET CLOUD interoperability value proposition respectively, have already been completed. Phase 2 and the planning for Phase 3 is currently underway, the intention of which is to define the PSET CLOUD MVP (Minimum Viable Product) as well as develop the platform.

A critical aspect of the programme is to ensure that, as the early adopter of this innovative programme, merSETA's digital ecosystem (i.e., its internal systems and ICT infrastructure) can support the free flow and advantageous use of data available to various institutions and organisations involved in the PSET sector. In so doing it will be able to (i) enhance skills planning and provisioning, and (ii) strengthen, integrate, coordinate and improve efficiencies in the governance and management of post school education and training. As such the merSETA is assisting in the definition of the PSET CLOUD MVP and readying itself for participation on the PSET CLOUD platform.

In light of this desired end goal, a state of readiness, maturity assessments as well as gap analyses of merSETA's technology, people, processes and information was conducted with reports and recommendations produced in 2018 (Phase 1); the findings of which serve as the priorities for merSETA's Digital Ecosystem Programme over 2020 and 2024 (Phases 2 – 4) with a specific focus on:

- Knowledge Management
- Records Management
- Data Management
- Infrastructure / Technology
- Enterprise Architecture

¹ JET Education Services (JET) is an independent non-governmental organisation founded in 1992 which works with government, the private sector, international development agencies and education institutions to improve the quality of education and the relationship between education, skills development and the world of work. JET's focus areas in the education sector are: education research and planning; monitoring and evaluation of education and training programmes; school and district improvement; and Technical and Vocational Education and Training (TVET) College improvement and youth livelihoods.

² The merSETA is the Manufacturing, Engineering and Related Services Education and Training Authority established to promote the Skills Development Act, (Act 97 of 1998). It facilitates skills development in the following sub sectors: metal, automotive manufacturing, retail motor and component manufacturing, new tyre manufacturing and plastics manufacturing.

All of the above are underpinned by good governance, optimised business processes and effective change management.

JET, as the implementing partner in the digital ecosystem component of the PSET CLOUD programme, is assisting the merSETA by assisting with resource provisioning, procurement, and management of these services.

2. OBJECTIVES

JET and the merSETA requires services of a bidder to conduct a knowledge audit, a knowledge management maturity assessment and set up a knowledge repository as part of the Knowledge Management component of the merSETA's Digital Ecosystem Programme.

3. PROJECT/ CONTRACT PERIOD

The contract period for this project will be 6 - 8 month from date the last signature.

4. SCOPE OF PROJECT

The envisaged assessment will take place at the merSETA Head Office in Johannesburg and at its regional offices located as follows: Johannesburg (Gauteng South Regional Office), Rosslyn (Gauteng North and North West Regional Office), Durban (KZN Regional Office), Durbanville (Western Cape Regional Office), Port Elizabeth (Eastern Cape Regional Office), Bloemfontein (Free State and Northern Cape Regional Office) and Witbank (Limpopo Regional Office).

The scope of the project will include the following:

- 2.1.1.1 **Knowledge Audit:** This will help merSETA to identify the key knowledge resources within the organisation. The audit will attempt to identify, and to some degree measure, the tacit and explicit (also embedded) knowledge that lies within an organisation. The output from such an audit is essential for Human Resource planning and the development of staff.
- 2.1.1.2 **KM Maturity Assessment:** For the merSETA to optimise the use of Knowledge Management in the organisation, the maturity of Knowledge Management needs to be regularly measured.
- 2.1.1.3 **Setting up a Research Repository:** The repository needs to allow access to internal merSETA staff and external stakeholders (the control of access to these items can be dealt with in future guidelines or policy). Currently, this information sits on a shared drive with little to no search functionality making it cumbersome to use and effectively search the previous research summaries.

5. DELIVERABLES

The specific deliverables required are as follows:

5.1. Knowledge Audit:

- Identification of key knowledge resources in the organization
- Assessment of knowledge management tools (i.e. Intranet, office 360 and other collaboration tools)
- Assessment of intellectual capital within the organization
- Identification of key individuals within the organization (Possible knowledge champions)

- Knowledge risk assessment
- Knowledge gap assessment

5.2. Knowledge Management Maturity Assessment:

- Use the identified K3M maturity assessment framework to map the knowledge management maturity of merSETA (can be some adaptation, but common measurement is required to analyse long-term growth).
- Final maturity assessment report must include a SWOT analysis, gap analysis, recommended actions (way forward), and quick wins.

5.3. Setup a knowledge repository

- Use to store electronic media (research summaries, official reports, in most instances electronic documents in either MS Word or PDF format).
- Desired capacity of around 500GB, expandable based on need (should be sufficient for the next three years).
- Repository to be cloud hosted, good to have different permission or access levels (internal staff and external stakeholders), possible integration into current intranet (SharePoint).
- Must have comprehensive search functionality (search document text, meta-tags, keywords, titles etc.).

5.4. Report on repository requirements and cost benefit analysis

- A recommendation report of the three products which fit the needs of the organization, must be proposed.
- A cost benefit analysis must accompany this.
- Both will be presented to the merSETA Knowledge Manager, who will make the final decision on what gets implemented based on this feedback.

5.5. Implementation plan with final handover instructions

- Based on feedback received (see point 5.4), the provider will need to prepare an implementation plan with final handover instructions. This needs to include all passwords and required documentation for future use.

5.6. Training

- The provider to provide the necessary training on the creation of new items for the repository, deletion of items and maintenance of the repository for the merSETA Knowledge Manager, Knowledge Management administrator and intern.

6. SERVICE PROVIDER REQUIREMENTS

Bidder must have a minimum of three years' experience in providing services of similar nature. The organisation must have been in operation for at least seven years and must show evidence of having carried out similar projects by providing three reference letters for the company.

7. CONTENT OF SUBMISSIONS

The Bidder must provide:

- 7.1. A proposal as per the scope of work above;
- 7.2. A detailed cost breakdown for the project, including VAT. Failure to comply with submission disqualifies the submission;
- 7.3. Provide a high-level project plan clearly indicating milestones and project duration. Any variance from the timelines proposed in this ToR should be explained;
- 7.4. Methodology to be used to meet client's needs;

- 7.5. Any additional service offering relevant to the scope of work;
- 7.6. A list of at least three similar projects they carried out, active or completed. The information must include project description, client contact name, telephone numbers, the period of contracts and value thereof.
- 7.7. A summary of the relevant qualifications and experience of the experts who will work on the project. The Bidder is to attach Curriculum Vitae and Qualifications of team members as proof thereof.
- 7.8. Three (3) written, signed and verifiable letters of reference from clients where work of a similar nature (as scoped) was undertaken in the last five years. The signed reference letters must not be dated older than 4 months.
- 7.9. Valid Tax Clearance Certificate
- 7.10. Valid B-BBEE certificate (if relevant).

8. EVALUATION CRITERIA

All bids duly lodged will be evaluated on functionality and price. The evaluation criteria and weighting for measuring functionality are shown below:

Criteria	Weight
Proposal and methodology	20%
Organisational Capacity	15%
References	5%
Experience of 3 years or more in implementing project(s) of this nature.	20%
Resources. CV's must be attached as proof thereof.	15%
B-BBEE	5%
Price	20%
Total	100%

9. IMPORTANT DATES

In the interests of efficiency and of procedural fairness to all proposers, the following timelines will be strictly adhered to:

Date	Activity
11 June 2021	RFQ distributed to potential service providers.
15 June 2021	Deadline for clarificatory questions from potential bidders
25 June 2021	Bid submission deadline 18h00 via email.
2 July 2021	Shortlisted providers may be engaged further to present to panel on identified questions
July 2021	Final selection of service provider, with appointment letter sent
July 2021	Contracting and final sign off
July 2021	Delivery of services commences

Submission details

- All queries should be directed to Carla Pereira and must be submitted via email to carla@jet.org.za. Responses will be provided via email.
- Proposals should be submitted to tenders@jet.org.za.