



South African Reserve Bank
Financial Services Department

Appointment of training providers to be listed on the
database as preferred service providers for the South
African Reserve Bank

Tender

Closing date: Friday 2012-11-02 at 11h00

Ref no ND/29-2012

1 Invitation

The South African Reserve Bank (the Bank) wishes to appoint accredited, security vetted service providers to be listed as preferred suppliers for a period of 3 (three) years to supply quotations to conduct training as and when required in a number of training categories. Training will be conducted in the Bank's Head Office in Pretoria and at its 7 (seven) branches. The Bank's branches are situated in Pretoria North, Johannesburg, Bloemfontein, Durban, East London, Port Elizabeth and Cape Town.

The tender must be supported by the information requested in this document.

Tender submission

Tenders marked "original" together with 3 (three) copies (**four** documents in total) clearly marked "copy" will be received until **11:00 on Friday, 2 November 2012** and must be enclosed in sealed envelopes, bearing the applicable tender heading and tender number, as well as the closing time and due date. **Tenders shall remain valid for a period of 120** (one hundred and twenty) days from the closing date for the submission of tenders, during which period they may not be amended or withdrawn.

2 General Instructions to Vendors

2.1 Procurement Section of the Bank

The Procurement Section is the office to which all correspondence should be directed. All correspondence should be directed to:

South African Reserve Bank, 370 Hellen Joseph Street (formerly Church Street), Pretoria, 0001

Contact person:

Ms Noluthando Deyi

Tel: +27 (0)12 313-4665

E-mail: Noluthando.Deyi@resbank.co.za

2.2 Vendor and consortium

Vendors may act as a consortium with other vendors to respond to the tender. The vendor must act as the primary respondent. Where the vendor is referred to in the requirements, it will also mean the consortium. It is up to the vendor to negotiate the relationship with other vendors to form the consortium. All correspondence will be conducted with the vendor (in its role as primary respondent) only.

Proof of the legal relationship among partners forming the consortium must be provided if the vendor is invited to respond to the tender. This should outline the responsibilities of the various parties (in percentage).

2.4 Language of communication

The language of the tender will be English. All information provided shall be in English.

2.5 Cost of submitting responses to the tender

The vendor shall bear all costs related to the preparation and submission of its response to the tender. The Bank will not be liable for any costs, regardless of the outcome of the tender process.

2.6 Ethical standards

It is a requirement that all parties involved in the tender process adhere to the highest ethical standards, during the response process and any other related process that may follow. If it is demonstrated that an official of any

of the vendor, or anyone acting on his or her behalf, has committed any form of corrupt or unfair procurement practices, the Bank will:

- a. reject the vendor's proposal; and/or
- b. take any further steps that may be deemed appropriate under the circumstances.

2.7 Publicity and media releases

While the tender process is in progress, the vendor is not entitled to generate publicity or issue media releases that in any way refer to this tender or the vendor's response to it, without the prior written consent of the Bank.

2.8 Clarification of tender

Reasonable care should be taken to ensure that the tender contains the appropriate information that the vendor needs to formulate a response. If the vendor is in any doubt as to the completeness of the tender, it should seek clarification through the Procurement Section of the Bank, which clarification questions should be submitted via email through the Procurement Section. Both the question and the response will be sent to all vendors.

2.9 Confidentiality

All vendors receiving and responding to the tender must treat the contents of the tender as confidential.

2.10 Place, time and method of delivery

Vendors should deliver their responses to the tender strictly into the tender box at the physical address as stated in 2.1 above. The response to the tender must be enclosed in sealed envelopes together with **3 (three) hard copies (four in total)** of the complete document clearly

marked “**original**” and “**copy**” bearing the applicable headings, reference number and closing time and date. Failure to comply with these requirements could result in disqualification.

If courier services companies are used for delivery of the documents, please give specific instructions for the documents to be deposited in the tender box and **not through the Bank’s internal mailing system. Tenders not deposited in the tender box will not be accepted.**

2.11 Late submissions

The Bank shall not consider any response to the tender that arrives after the closing date. Any response to the tender received by the Bank after the closing date will be rejected and returned unopened to the bidder.

2.12 Withdrawal, substitution and modification of the tender

Tenders shall remain valid for a period of 120 (one hundred and twenty) days from the closing date for the submission of tenders, during which period it may not be amended or withdrawn. However, the Bank reserves the right to amend, withdraw, substitute or modify the tender at any time during the tender process. Tenderers would, however, be advised accordingly in writing.

2.13 Communication to vendors

The Bank will communicate to all respondents the outcome of the evaluation of their response to the tender. This communication shall be done via a letter.

2.14 Supporting documents

Where requested, supporting documents may be attached as annexures.

2.15 Intellectual property

The Bank retains all intellectual property pertaining to the tender. Vendors may copy or distribute the information for the sole purpose of responding to the tender. The responses to the tender will be treated in a confidential manner and will not be disclosed except to parties directly involved with the evaluation of the proposals. Should vendors consider any part of the response to constitute their intellectual property, it should be clearly indicated as such.

2.16 Alternative responses

No alternative response will be considered.

2.17 Documentation

Incomplete responses will not be considered.

2.18 BEE compliance

BEE Ownership Profile (Please complete table)

	White	Black	Coloured	Indian
Ownership %				

Board of Directors (Please complete table)

	White	Black	Coloured	Indian
Number				

2.19 Empowerment scorecard

Kindly attach your company's valid Broad-based Black Economic Empowerment certificate issued in terms of the Department of Trade and Industry's BEE Code of Good Practice.

2.20 Employment equity compliance/performance (Please complete table)

Employee %	White	Black	Coloured	Indian
Male				
Female				
Total				

2.21 Legal documentation

Please ensure that all requested documentation is attached to tender and returned to the Procurement Section.

3 Specification

3.1 The quotations should be based scrupulously on the terms of reference as provided below:

3.1.1 A list of offerings in one or more of the following categories of training:

3.1.1.1 Management Development:-

- (i) Leadership development (Junior supervisor to senior management);
- (ii) Personal development (Workplace readiness programmes);

3.1.1.2 Interpersonal skills:-

- (i) Behaviourism;
- (ii) Social skills;
- (iii) Communication;
- (iv) Emotional intelligence;
- (v) People skills;
- (vi) Intercultural competence;
- (vii) Conflict handling, etc.

3.1.1.3 Employee relations and related training:-

- (i) HIV/Aids Awareness
- (ii) Team Building

- (ii) Strategic Planning
- (iv) Health and Safety;
- (v) Adult Basic Education and Training (ABET);
- (vi) Recognition of Prior Learning Assessments (RPL);
- (vii) Coaching and mentoring; and
- (viii) Occupational-related programmes (that can lead to a qualification).

4 The evaluation process

4.1 Evaluation criteria

4.1.1 The Evaluation Panel (the panel) of the Bank shall evaluate each accepted response to the tender that is determined to be substantially responsive.

4.1.2 Evaluation criteria will include aspects such as the following:

4.1.2.1 Interested parties should be able to:

4.1.2.2 prove their accreditation as training providers according to SAQA requirements;

4.1.2.3 customise a content to South African Reserve Bank requirements;

4.1.2.4 provide a valid Tax Clearance certificate;

4.1.2.5 explain and demonstrate how learning is assessed;

4.1.2.6 link between content and formal qualifications or Unit Standards;

4.1.2.7 demonstrate their BEE status;

4.1.2.8 produce proof of qualifications of its facilitators.

4.1.2.9 demonstrate and or explain how they would;

4.1.2.10 conduct training at Head Office and all branches;

4.1.2.11 calculate return on investment

4.1.2.12 conduct outcomes-based training

4.1.2.13 provide quality management plans per programme;

4.1.2.14 ability to access prior learning;

4.1.2.15 accommodation of learners with special needs;

4.1.2.16 ability to provide e-learning;

- 4.1.2.17 show where possible a blended approach to learning. (different modes); and
- 4.1.2.18 show ability, capacity and methodology to develop new programmes specific to the needs of the Bank.

4.2 Clarification

4.2.1 Tender response clarification questions/sessions.

To assist in the evaluation of the responses, the Bank may, at its discretion, ask any vendor for a clarification of its response. Clarification questions will be submitted to vendors in writing. The responses thereof should also be submitted in writing. Any question that vendors might have must also be in writing.

4.2.2 Presentations from short-listed vendors

Shortlisted vendors may be invited to present their responses to the Bank. Shortlisted vendors will be notified by the Procurement Section in writing.

4.2.3 Site visits

The panel might consider visiting sites where shortlisted vendors are conducting business. These site visits will be arranged between the vendor and the Procurement Section.

4.2.4 Client references

Vendors must attach any (two) client references to the responses. Vendors should also indicate whether the Bank might contact these clients for purposes of gathering more information and for clarification.

5 Vetting

Potential service providers would be required to undergo rigorous security vetting as required by the enabling legislation and the Vetting Policy of the Bank.