REQUEST FOR PROPOSALS:
IMPLEMENTATION OF A BUSINESS CONTINUITY MANAGEMENT SYSTEM

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

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[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.

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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:

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

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

Though the merSETA has an approved Business Continuity Policy and an ICT Continuity plan in place, it does not have a complete and compliant Business Continuity Management System.

There is a high risk that the organisation might not be able to recover from a disaster if it occurs.

For this reason, JET and the merSETA seek to appoint a suitably qualified and experienced service provider to develop a Business Continuity Management System for the merSETA.

The Business Continuity Management System will assist the merSETA to achieve the following objectives:

- To enable the organisation to efficiently respond to incidents and quickly adapt to disruptions;
- To enable continued operations of mission-critical activities and required ICT services;
- Maintain the availability of people, resources, assets, technology and information at a level acceptable to the merSETA.

3   SCOPE OF PROJECT

The envisaged tasks will take place at the merSETA Head Office in Johannesburg and at its regional and satellite offices spread across the country. The table below details the various offices with the number of business units per location.

Site	Address	Number of Business units	Number of Employees
Johannesburg	merSETA House, 95 7th Avenue, Cnr Rustenburg Road, Melville, Johannesburg, 2109	14	188
Pretoria	Automotive Supplier Park, 30 Helium Road, Rosslyn Ext. 2	1	10
Witbank	1st Floor, No 8 Corridor Street, Route N4, Business Park, Ben Fleur Ext 11, Witbank	1	13
Bloemfontein	46 Second Avenue, Westdene, Bloemfontein	1	12
Durban	149 Essenwood, 149 Stephen Dlamini Road, Musgrave, Durban	1	21
Port Elizabeth	Pickering Park Office Suites, 14-20 Pickering Street, Newton Park, Port Elizabeth	1	13
Cape Town	Ground Floor, Simeka House,Farm 2, Vineyards Office Estate, 99 Jip de Jager Drive, De Bron, Durbanville	1	18

** Please note: the merSETA office relocations are currently taking place. Please cater for address changes.

The scope of the project will include the following:

3.1   Business Impact Analysis

The service provider will carry out a complete business impact analysis (BIA) of the organisation's units to:

a) identify the business processes critical to the merSETA's financial, compliance and service delivery requirements
b) determine the recovery time objectives (RTO)
c) determine the recovery point objectives (RPO)

3.2   Develop a Business Continuity Plan and Disaster Recovery Procedures

The following must be addressed:

a) Evaluations of the business continuity capabilities of suppliers of critical services must be carried out.
b) The Business Continuity Plan (BCP) and Disaster Recovery Procedures (DRP) must determine the resource requirements to implement the selected recovery strategies.
c) The BCP and DRP must document procedures and necessary arrangements to ensure continuity of activities and management of a disruptive incident.
d) The BCP and DRP must prescribe a management structure to respond to a disruptive incident using personnel with the necessary responsibility, authority and competence to manage an incident.
e) The BCP and DRP must include procedures for detecting, regular monitoring, and warning and communication of an incident

3.3   Training and Awareness

A process of training of required staff must be undertaken to ensure that staff are aware of the scope and intent of the BCM programme, and the techniques employed in the execution of the

programme insofar as it must be required for them to participate in the programme. The service provider must:

a) Develop training and awareness materials; and
b) Train key staff members on the requirements of the BCP and DRP.

3.4 Testing

BCP and DRP must be tested to demonstrate the ability to achieve the BIA determined RTO and RPOs for critical business functions. The service provider must:

a) Develop a testing plans and test scenarios;
b) Coordinate the initial BCP-DRP test; and
c) Present the test results to the merSETA management.

4 DELIVERABLES

4.1 The deliverables from the engagement must comply with the following standards and best practice:

- ISO22301
- COBIT

4.2 In addition, the deliverables for each area of the scope must include the items listed below.

- Business Impact Analysis
- Disaster Recovery Strategy
- Disaster Recovery Procedures
- Training Materials
- Disaster Recovery Test Cases
- Test Results and Recommendations

5 PROJECT/ CONTRACT PERIOD

The contract period for this assignment will be for a period of up 12 months from date the last signature.

6 SUBMISSION REQUIRMENTS

6.1 The experience and expertise of the bidder. Bidders are required to provide:

- Detailed CV's of the team leader and members
- Evidence that the proposed team are certified current members of the relevant professional bodies and have the relevant experience and qualifications issued by professional bodies. The following are the minimum qualification requirements for the Senior Team members:
- The Lead Consultant must be ISO22301 or Certificate of the Business Continuity Institute (CBCI) CERTIFIED
- The Project Manager mist hold a Project Management Certification (Prince2/PMBOK or Similar)

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6.2 Company profile that includes:

- A detailed list of completed contracts/projects with references of similar work undertaken. The list of references must highlight the name of the company, description of contract, date of contract, contact persons and contact details.
- JET/MERSETA reserves the right to contact a minimum of 4 references provided by the bidder

6.3 Bidders are required to provide a technical proposal and project plan

- The plan should clearly outline how the company proposes to render this service, including details of deliverables, deadlines, roles and responsibilities, transfer of skills, project close-out and reporting which should include all the documentation, information and knowledge that has been created during the course of the project is required.
- The bidder is required to provide an overview and a brief description of the major tasks involved in the implementation, the overall resources needed to support the implementation effort (such as hardware, software, facilities, materials, and personnel), any site-specific implementation requirements etc.
- Bidders should provide milestones on how they intend to achieve subcomponents of the deliverables. Any variance from the timelines proposed in this ToR should be explained.

6.4 A detailed cost breakdown (VAT inclusive) should be provided.

6.5 The following documents must be included:

- Valid Tax Clearance Certificate
- Valid B-BBEE certificate.
- Audited Financial Statements for the previous 3 years.

NOTE: Failure to comply with submission requirements disqualifies the submission.

7   EVALUATION CRITERIA

7.1   Stage 1: Compliance with minimum requirements

All bidders will be examined to determine compliance with the request for proposal requirements and conditions as stated in secti0n 6. Non-compliant bidders will be eliminated for further evaluation.

7.2   Stage 2: Evaluation on functionality

The evaluation will be conducted by an evaluation panel who will evaluate all proposals independently in terms of the evaluation criteria for functionality which will be made up of 100 points as follows.

FUNCTIONALITY	MAX POINTS
1. Company years of experience in the provision of Business Continuity Management Systems services and track record	**30**
▪ 2 BCP/DRP projects completed with references (with reference letters)	5
▪ 3 to 4 BCP/DRP projects completed with references(with reference letters)	15
▪ 5+ BCP/DRP projects completed with references (with reference letters)	30
2. Methodology / Approach	**20**
o Understanding of the Terms of Reference	8
o Overall Quality of the Methodology/Approach to accomplish the tasks: ✓ Business Impact Analysis ✓ Develop a Business Continuity Plan and Disaster Recovery Procedures ✓ Training and Awareness ✓ Testing	12
3. Team members experience	**50**
3.1. Expertise, qualifications and competency of Lead Consultant in rendering similar services	**30**
o Team leader has less than 5 years' experience in rendering BCP/DRP consulting services	10
o Team leader has 5 -10 years' experience in rendering BCP/DRP consulting services	20
o Team leader has 10 or more years' experience in rendering BCP/DRP consulting services	30
3.2. Expertise, qualifications and competency of Lead Consultant in rendering similar services	**20**
o Project Manager has less than 5 years' experience in rendering consulting services within this field	5
o Team leader has 5 -10 years' experience in rendering consulting services within this field	10
o Team leader has 10 or more years' experience in rendering consulting services within this field	20
TOTAL FOR FUNCTIONALITY	**100**

All bidders who score less than 65% (which is 65 points) on functionality will not be considered further and will be regarded as having submitted a non-responsive bid and will be disqualified.

8 IMPORTANT DATES

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

Date	Activity
22 Sept 2021	RFQ advertised and distributed
30 Sept 2021	Deadline for clarificatory questions from potential bidders
8 Oct 2021	Bid submission deadline 18h00 via email.
22 Oct 2021	Shortlisted providers may be engaged further to present to panel on identified questions
30 Oct 2021	Final selection of service provider, with appointment letter sent
1 Nov 2021	Inception and start of delivery of services commences

9   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.