

REQUEST FOR INFORMATION

REQUEST FOR INFORMATION RFI NUMBER: RFI/MKC/MICT/01/2020 DESCRIPTION OF RFI: REQUEST FOR INFORMATION FOR MOBILE APPLICATION AND DIGITAL CAREER GUIDE

RFI documents are obtainable from **23 March 2020** from the following websites:

- **Government E-Portal** <http://www.etenders.gov.za>
- **MICT SETA Website** <http://www.mict.org.za>

Compulsory Briefing Session will be held (where applicable)

Not Applicable

Closing Date: 27 March 2020 @ 11:00 – submission by email
bidqueries@mict.org.za

For enquiries contact MICT SETA Supply Chain Management E-mail:
bidqueries@mict.org.za

This RFI is an invitation for person(s) to submit information(s) for the provision of the services as set out in the Specification contained herein. Accordingly, this RFI must not be construed, interpreted, or relied upon, whether expressly or implicitly, as an offer capable of acceptance by any person(s), or as creating any form of contractual, promissory or other rights. No binding contract or other understanding for the supply of services will exist between MICT SETA and any Respondents unless and until MICT SETA has executed a formal written contract with the selected supplier.

MICT SETA

REQUEST FOR INFORMATION (RFI)

RFI NUMBER	: RFI/MKC/MICT/01/2020
RFI TITLE	: REQUEST FOR INFORMATION FOR MOBILE APPLICATION AND DIGITAL CAREER GUIDE

EXPECTED TIMEFRAME

RFI PROCESS	EXPECTED DATES
RFI Advertisement Date	23 March 2020
RFI Available from	Government Tender Bulletin ETender Port portal MICT SETA Website
Compulsory Briefing Session Date & Time	N/A
Venue for Briefing Session	N/A
RFI Closing Date and Time	27 March 2020 @ 11:00AM
Delivery address (email)	bidqueries@mict.org.za
Contact details	MICT SETA Bid Queries bidqueries@mict.org.za

MICT SETA retains the right to change the timeframe whenever necessary and for whatever reason it deems fit.

Respondents interested in participating must register their interest by providing company name, contact person, telephone, cell number and email address to MICT SETA - website, please indicate RFI number on the subject line. This will ensure that any addenda and clarification to this RFI are communicated to all participants.



1. MANDATORY DOCUMENTS

- 1.1** CSD report (**Central Supplier Database**).
- 1.2** Detailed Request For Information Proposal
- 1.3** Detailed Pricing Schedule.

2. REQUEST FOR INFORMATION:

2.1 DEFINITIONS

- 2.1.1 **“RFI”** - a request for information, which is a written official enquiry document encompassing all the terms and conditions of the information in a prescribed or stipulated form.
- 2.1.2 **“RFI response”** - a written response in a prescribed form in response to an RFI.
- 2.1.3 **“Hosting Partners”** - companies who entered into an agreement with MICT SETA in the areas of application management; application hosting, application service provision, and marketplace hosting are incorporated in this category.
- 2.1.4 **“Respondent”** – any person (natural or juristic) who forwards an acceptable RFI in response to this RFI with the intention of being the main contractor should the RFI be awarded to him.

3. CONFIDENTIALITY

All information related to this request for information both during and after completion is to be treated with strict confidence. Should the need however arise to divulge any information gleaned from the service which is either directly or indirectly related to the MICT SETA, written approval to divulge such information will have to be obtained from MICT SETA.

The Respondents must ensure that confidential information is: maintained confidential; not disclosed to or used by any unauthorised person; so as to prevent any disclosure or unauthorised use with at least the standard of care that Respondents maintain to protect their own confidential information; only used for the purpose of considering and responding to this RFI; and not reproduced in any form except as required for the purpose of considering and responding to this RFI. Respondents must ensure that: access to confidential information is only given to those of its partners, officers, employees and advisers who require access for the purpose of considering and responding to this RFI; and those partners, officers, employee and advisers are informed of the confidential information section and keep that information confidential. This bid remains at all times the property of the MICT SETA. No rights other than as provided in this bid and in respect of the confidential information are granted or conveyed to bidder/s

NAME OF Respondent: _____

PHYSICAL ADDRESS: _____

Respondent's contact person: Name: _____

Telephone: _____

Mobile: _____

Fax.: _____

E-mail address: _____

4. THE MANNER OFF SUBMISSION OF THE RFI

- 4.1** Respondent shall submit RFI response in accordance with the prescribed manner of submissions as specified below.
- 4.1.1 Respondent shall submit 1 (one) Original hard copy, 1 (one) detailed pricing schedule hard copy and 1 (one) electronic copy (on a single memory stick).
 - 4.1.2 The original copy must be signed IN INK by an authorised employee, agent or representative.
 - 4.1.3 The memory stick must be marked with the responding organisation's name and RFI number. The memory must be enclosed in a cover that is also marked with the responding organisation's name and RFI number.
 - 4.1.4 All additions to the information documents i.e. appendices, supporting documentation, photographs, technical specifications and other support documentation covering suggested solutions etc. shall be neatly bound as part of the schedule concerned.
 - 4.1.5 Staff adequately trained: Training for technical staff, power user training, and train the trainer- costing must be included
 - 4.1.6 A draft Master Supply Agreement and a Maintenance and Support contract included.
 - 4.1.7 Change management processes and implementation process must be included
 - 4.1.8 Collaboration and integration processes must be included
 - 4.1.9 Costing of the information must be included and clearly marked. This will assist the MICT SETA in the budgetary processes.

5. BACKGROUND

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 to enable its stakeholders to advance the national and global position of the Advertising, Electronic Media and Film, Electronics, Information Technology and Telecommunications sectors in the Large, Medium, Small levy paying and non-levy paying companies in the sector.

This was as a result of Government’s commitment to promote active labour markets policies and is demonstrated in the Skills Development Act of 1998 and the Skills Development Levies Act of 1999. As guided by its mandate, the MICT SETA is as such, an agent of transformation by promoting employment equity and broad based BEE through skills development. In this context, the MICT SETA is keen to form sustainable partnerships that will further promote its support for transformation.

Vision

A global leader in the development and delivery of revolutionary ICT skills

Mission

We provide opportunities for our stakeholders to participate in the economy, through meaningful employment and entrepreneurship, in building a capable, creative and innovative developmental state

Values

- Honesty
- Integrity
- Excellence
- Meritocracy
- Accountability
- Responsiveness

6. OVERVIEW

The MICT SETA produces a printed Career Guide on an annual basis that aims to introduce young people (learners, students, youth and the public) to the Media and ICT sector by elaborating on career and training opportunities that exist for those who are interested in launching their careers in the sector. Previously a printed version of the career guide was produced, however with the technological advancements, the rise of the digital economy and advent of the 4IR, the MICT SETA seeks to acquire a digital career guide that puts high school learners in mind particularly those in grade 9 – 12. This career guide should assist them in the process of choosing the right career path, whilst promoting careers available in the MICT sector and future oriented skills that speak to 4IR. It also needs to appeal to learners from the primary level in Grade 7, prepare them in assessing their interests, where they can identify careers that might be a good fit from an early stage.

Similarly, our stakeholders require access to information on the implementation of skills development programmes, such as funding, submission of sector skills plans,

application for accreditation, moderator and assessor registration amongst others. Therefore, this platform needs to enable our stakeholders to access, search and receive push notifications pertaining to programme, learner and organisational information where applicable.

7. SITUATIONAL ANALYSIS

The MICT SETA wishes to develop a user-friendly mobile application that helps youth to access information on careers available within the MICT sector and assist stakeholders alike with information on the implementation of skills development programmes. The mobile application must house an interactive digital career guide that highlights career opportunities in the MICT sector.

The mobile application aims to:

- a) Enhance the skills development experience, creating an engaging and simple to use application
- b) Ensure better market penetration in line with the MICT SETA strategy taking advantage of mobile technology and;
- c) Enhance information accessibility

The MICT SETA seeks to obtain information and pricing from the market in the development of this platform based on below specified requirements.

8. SCOPE OF SERVICES AND TECHNICAL SPECIFICATIONS FOR RFI REQUIREMENTS

8.1. Digital Career Guide

8.1.1 Design and develop an interactive digital career guide that will showcase comprehensive career opportunities within the MICT sector for learners to make informed choices about the MICT sectoral occupations


8.1.2 Translate the content of the printed Career Guide in a simple, educating and informative audiovisual manner relevant to the youth using animation or images, by highlighting the various jobs in media and ICT.

8.1.3 The career guide should link occupations and specializations in the MICT sector with interests, skills and abilities:

- a) The Digital Career Guide should have a short aptitude test/questionnaire functionality where learners are able to input their career ambitions, interests and abilities in an effort to ascertain their strengths for accurate career matching. It should assist them to choose a profession or career that suits their ability and personality and cultivate their passion from early age.


8.1.4 The Digital Career Guide must provide explainer videos:

- a) Explaining the different occupations in the various *(10) critical skills areas* of the MICT sector for the target audience to obtain more insight on the highlighted occupations through role play in a simple, understandable yet appealing manner. Furthermore, it should highlight the top 10 skills and or occupations in the fourth industrial revolution.

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- b) Service provider will be required to be responsible for the production of explainer videos in the 10 critical skills areas.
 - 8.1.5 The career guide should categories the sub-sectors with the career paths. i.e. “In career matching, what career path could one choose in Advertising,
 - a. Electronics, Film and Electronic media, IT and Telecommunications including those related to 4IR.
 - 8.1.6 The career guide should showcase testimonials /success stories of former learners entering MICT SETA programmes per sector.
 - 8.1.7 The career guide should highlight/provide an example of admission points scoring to assist learners in understanding admission requirements in the MICT sector course stream.
 - 8.1.8 Every user must be granted access to personalized reports about their strengths that are derived from the short questionnaire. This should be a short simplistic report.
 - 8.1.9 Users must be able to share content on social media and be able to create a profile and login using their social profile (Facebook)
 - 8.1.10 User experience must be crafted for all devices, from mobile phones and tablets to desktops and laptops. Make provision for a link to place on our website as a tab to access the career guide information.
 - 8.1.11 The digital career guide must have a comprehensive database of registered universities TVET and Community colleges.
 - 8.1.12 Include a CV creator/template to allow users to generate and personalise their own CV
 - 8.1.13 Funding directory to host various options for young people to consider when funding their tertiary education.
 - 8.1.14 Reflect qualifications available in the MICT sector
 - 8.1.15 Provide an option to showcase latest opportunities available in the MICT sector such as internships, bursaries, graduate programmes, skills and/or learning programmes.
 - 8.1.16 Content will be provided and bidder will also be expected to suggest on improving the delivery of content

8.2. Mobile Application

- 8.2.1 The service provider will be required to design and develop a Graphical User Interface (GUI), application (functionality) and database layers, as well as maintaining software applications, documentation, generating application
- 8.2.2 programme interface (APIs) and application notes, testing application, and fixing bugs. (Provide post development support and maintenance).
- 8.2.3 The bidder is expected to prepare and deliver an APP using open standards to avoid “lock in” of MICT SETA to a single source for service provision and according to industry best practice.
- 8.2.4 The application should consider limited internet access or other circumstances that limit access to the mechanism (lack of Wi-Fi access).
- 8.2.5 In its design and delivery, the look and feel should adhere to the new MICT SETA brand guidelines
- 8.2.6 Provide prototype mobile application during project analysis and design

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- 8.2.7 The mobile platform should be accessible on multiple platforms. The mobile application should cater for all devices Android, iOS and Windows platforms (phones, tablets) etc.
 - 8.2.8 Bidder must provide details of tools and technologies to be used and why the chosen combination is best suited for the said project. The bidder must consider platform, security and usability while proposing a solution.
 - 8.2.9 The mobile application should link with the website
 - 8.2.10 The mobile application should link with social media platforms
 - 8.2.11 The mobile application should allow a feature of feedback from the users both on the experience of using the application as well as the content.
 - 8.2.12 The mobile application should have a search function
 - 8.2.13 The mobile application should utilise C# (C Sharp) web platform as to communicate with the online databases, and information management systems.
 - 8.2.14 Data used by the mobile application for listings and searches may not be stored within the application but accessed via above mentioned C# (C Sharp) web platform. Where applicable make provision for the users of the APP to browse key information offline.
 - 8.2.15 A web driven CMS must be developed to provide the app with live editable content for general content pages
 - 8.2.16 The online C# (C Sharp) web platform version database has to be integrated into the mobile application so as to deliver the content and updates within the APP
 - 8.2.17 from the same database. It is for this reason that the mobile application is dependent on the C-sharp web platform.
 - 8.2.18 Include mobile application analytics and reporting (based on user journeys and app performance)
 - 8.2.19 The bidder should publish the mobile app on the app store
 - 8.2.20 All source code will belong to the MICT SETA and the service provider with furnish the SETA with this and all its respective updates as and when the system is updated.
 - 8.2.21 The bidder should provide training, and develop a short tutorial for the MICT SETA

9. COMPETENCIES AND SKILLS REQUIRED

- 9.1** Bidders should have strong experience in Mobile Application Development and a proven record of applications on the market in both Android and Apple OS
- 9.2** Experience should include, but not limited to the full creative and technical development process of a mobile application. Proof of experience should be submitted with responses to the RFI invitation.
- 9.3** Have the capacity and resources to meet tight deadlines and be available to commence immediately
- 9.4** Show exceptional project management skills, reporting progress timeously.
- 9.5** Provide traceable references

10. CONTRACT PERIOD

The contract will be for the delivery of design and development and maintenance of the MICT SETA mobile application. The contract will run for 3 years for maintenance and hosting.

11. DETAILED COSTING SCHEDULE

- 11.1** The solution objectives together with scope of work should be used when compiling the pricing for the delivery of the services
- 11.2** All costing must be shown inclusive of any applicable taxes.
- 11.3** Costing must be done inclusive of any applicable travel or allowances of any kind and should therefore be inclusive of all foreseeable costs to achieve the objective.
- 11.4** A fixed fee (if applicable) associated with the delivery of the service shall be submitted in the following format in a separate sealed envelope as indicated:

ITEM	ONCE OFF IMPLEMENTATION AND SETUP FEE	MONTHLY FEE
TOTAL DESIGN AND DEVELOPMENT	R	R
TOTAL 36 MONTHS HOSTING COST	R	R
TOTAL 36 MAINTENANCE	R	R
TOTAL RFI OFFER (VAT Inclusive)	R	R

- 11.1** The number of units (e.g. hosting licenses) must be specified if they are limited in any way. Any unit costs (e.g. costs for additional user licenses or server or additional desktop support) must be explicitly quoted.

12. GENERAL INFORMATION

Contact Persons for Queries

Enquiries in respect of this RFI should be addressed to:

SCM

E-mail: bidqueries@mict.org.za

All queries to be e-mailed.

13. RFI SUBMISSION INFORMATION

SUBMISSION DETAILS OF RFI/IT/MICT/01/2020

RFI responses should be submitted electronically and all questions must be submitted to:

MICT SETA

bidqueries@mict.org.za

END OF THE REQUEST FOR INFORMATION DOCUMENT