REQUEST FOR INFORMATION

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RFI NUMBER: RFI/ELS/001/20

TITLE RFI: REQUEST FOR INFORMATION FOR THE DESIGN, MAINTENANCE AND SUPPORT OF A COMPREHENSIVE E-LEARNING SOLUTION

This RFI calls for suitably qualified suppliers to provide information to MICT SETA regarding the Design, Maintenance and Support of a Comprehensive E-Learning Solution.

RFI documents are obtainable from **date 24th April 2020** from the following websites:

- **Government E-Portal http://www.etenders.gov.za**
- **MICT SETA website**

There will be no Briefing Session due to the COVID-19 pandemic.

Closing Date: 6th May 2020 at 11: 00AM

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.

[T] (011) 207 2600 **[A]** Block 2, level 3 West Gallagher House, Gallagher Convention Centre, 19 Richards Drive, Midrand I P.O. Box 5585 Halfway House,1685

mict.org.za

MICT SETA

REQUEST FOR INFORMATION (RFI)

RFI NUMBER : RFI/ELS/001/20	
RFI TITLE : REQUEST FOR INFORMATION FOR THE DESIGN	
MAINTENANCE AND SUPPORT OF A COMPREHENSIVE E-LEARNING SOLUTION	

EXPECTED TIMEFRAME

RFI PROCESS	EXPECTED DATES
RFI Advertisement Date	**24th April 2020**
RFI Available from	**RFI document can be accessed on ETender Port portal & MICT SETA Website**
Compulsory Briefing Session Date & Time	**Not Applicable**
Venue for Briefing Session	**Not Applicable**
RFI Closing Date and Time	**6th May 2020 at 11:00**
Delivery Venue: **Electronics Submission**	bidqueries@mict.org.za
Contact details	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, 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   The bidder must submit proof of authority from the OEM to Distribute and/or sell within South Africa.

1.3   The bidder to provide evidence of approved reseller and support licenses for the required software distribute and/or sell within South Africa.

2. REQUEST FOR INFORMATION:

2. DEFINITIONS

2.1 "**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.

2.2 "**RFI response**" - a written response in a prescribed form in response to an RFI.

2.3 "**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.

2.4 "**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.

2. 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: _____

3. The manner of submission of the RFI

3.1 Respondent shall submit RFI response in accordance with the prescribed manner.

3.2 Respondent shall submit one *emailed submission* including relevant supporting documents.

3.3 The original copy must be signed by an authorised employee, agent or representative of the respondent.

3.4 The subject line on the email submission must be clearly marked with the responding organisation's name and RFI number.

3.5 Respondent must include any change management processes and implementation, collaboration, integration, training, support and maintenance (stating type of training required) (where applicable).

3.6 Respondent must clearly outline costing implications of the solution required, as well as any economic factors (i.e. exchange rate implication) that may pose a risk impact against said costing.

4. SITUATIONAL ANALYSIS

4.1 Background

The Media, Information and Communication Technologies Sector Education and Training Authority, the "MICT SETA", was established in terms of the Skills Development Act, 1998 (Act No. 97 of 1998). Is responsible for skills development for its respective sub-sectors. The MICT sector is made up of five sub-sectors that are interconnected but also quite distinct and identifiable. These are Advertising, Film and Electronic Media, Electronics, Information Technology and Telecommunications.

4.2 Description of current status

In line with the new vision of MICTSETA a global leader in the development and delivery of revolutionary ICT skills. MICTSETA seek to procure a world class
E-Learning Solution that will put MICTSETA on the global map in terms of new innovation on learning and development.

Currently MICT SETA is behind on ICT innovation as internal and external processes aligned to stakeholder engagement are done manually. This contributes to the traditional learning and development done in a classroom based manner.

There are small portion of training providers that have taken initiative to promote the E-learning environment on their own; instead of traditional learning.
MICT SETA has taken a decision to have one E-learning system that will be used by all training providers and learners allowing learners to have free access to the solution/ system.

5. SCOPE OF SERVICES AND TECHNICAL SPECIFICATIONS FOR RFI REQUIREMENTS

5.1 Overview of System Requirement

The E-Learning system must be accessible to all learners on our funded and nonfuded programmes therefore it will be for both ETQA and LPD Division. The E Learning system must be able to allow the interaction of different stakeholders, both locally and internationally.

5.2   User requirements

5.2.1 **Training Providers** must be able to:

- access the system
- Upload Training Material
- Access and administer learner POE's (Portfolio of Evidence)
- Link learner to modules and unit standard
- Conduct facilitation; assessments and moderation
- Upload learner assessment result
- Upload the learner to MICT SETA System for printing of certificates (Skills WEB)

5.2.2 **Workplace based Mentorship:**

- Employer organisations must be able to access the system and provide workplace mentorship through qualified mentors, whether locally or internationally
- The E- Learning system must also indicate workplace learning and allow learners to complete log books *– electronically*

5.2.3 **Education Training Development Practitioners facilitator; assessor and moderators**

The solution must allow for instructiveness with relevant and different Training providers which will allow for multiple access for multiple training providers

5.2.4 **Learners**

The solution must allow online E-Learning; Learners must be able to attend classes; Submitted work content and allow for assessments that will include producing assessments evidence.

Learners should be able to:

- Have access to connectivity- enabling environment eg. Cloud based solution
- Have access to electronic subject matter material, podcasts and other recorded material to support their learning
- Participate interactively on live session with the facilitator.
- Gain exposure to online assessment methods prior final summative assessments.
- Be granted at least more one summative assessment attempt on the system

5.2.5 **SETA Employees**

MICTSETA or any other SETA; QCTO employees must be able to access the system and conduct off site visit which will include monitoring and verification.

ETQA and LPD division should be able to:

- To monitor learner progress.
- Have access to formative assessments.
- View scheme of work and activity schedules.
- Have access to summative assessment integrated PoE evidence submitted.
- Populate verification comments on the online tool for submission.
- Endorse or disapprove the assessments.
- Lodge queries where applicable

6   FEATURES AND TECHNICAL FUNCTIONALITY OF THE SYSTEM SHOULD INCLUDE BUT NOT LIMITED TO THE FOLLOWING:

6.1   Electronic signature for assessments and attendance registration

6.2   Login Details of Learners and other relevant stakeholders

6.3   On line POE

6.4   Speed, memory, and ultimately, proficiency for more than 12 000 learners.

6.5   Security features should allow Sign Up / Sign in; it must be able to protect learner data, including name, student/ learner number or ID, geolocation information, and photos, videos, or audio files containing a student's face or voice for assessment.

6.6   The solution must have robust multi-media content management system with support for video, audio, pdf, Word, PPT, etc.

6.7   It must protect the copyright for training provider.

6.8   Archiving, Saving, backups and Exporting Data. The platforms used for hosting a tool may not reliably ensure adequate protection against data loss.

6.9   Work Off line /Offline Access. It should offer an offline mode to expand access for those who have limited to access.

6.10 Off Site IT Tech Support / Help Availability When technical problems or lack of user know-how impairs the function of a tool, users must know where to turn for help.

6.11 It must allow learners to have the flexibility to determine what, where, and when to learn based on a given timeline. They can repeat learning units as often as required and control the duration of learning sessions.

6.12 Learners should be able to interact on their own to do practice and studies

6.13 Will have an e-communication module which will be used for sending emails to categorized users and have the ability to report on communication

6.14 Conversion of MICT SETA courses into online training material

6.15 Check courses for possible issues / errors / omissions

6.16 Create graphics / videos / animations / diagrams / photos to improve course effectiveness and user interface

6.17 Populate / importing online courses with the material

6.18 Extract and setup effective and applicable questions to test knowledge of end users

6.19 Manage a test server environment, with a Quality Assurance process in place before courses are to be released for production

6.20 Deployment of new courses to the live system

6.21 Inform all stakeholders of new courses loaded

6.22 Maintenance and updating of existing courses

6.23 Handle correspondence and feedback from end users as well as Training Officers with regards to material

6.24 Technical support via an automated ticketing system

6.25 Establish merit of suggested changes / updates / corrections from end users

6.26 Ensure that courses are up to date by applying corrections / improvements as needed

6.27 Provide regular automated or query-based statistics and reports on crew progress
Inform all stakeholders of important changes

6.28 Software maintenance and user interface

6.29 Ensure the core / themes and plugins of E-Learning are up to date and secure

6.30 Make custom changes and improvements to the user interface (theme / layout, colour, fonts etc.)

6.31 Write and implement custom code modifications / plugins when needed

6.32 Implement integration with other systems via API / custom code / custom plugins
Track all code changes with git (GitHub)

6.33 Manage and maintain dedicated development, test and production server environments

6.34 Creating and manage a stable and adaptable server environsent to grow with demands

6.35 Do regular server maintenance tasks like server upgrades, server health checks, managing storage etc.

6.36 Manage and maintain a backup and disaster recovery system of the code base as well as the server architecture

6.37 Monitor system for traffic spikes or any irregularities like malware infections

6.38 Handle any technical issues that may occur with the hosting architecture

6.39 Other points to note

Note: The E-Learning system must be own by MICTSETA and it must allow for future solution scalability.

Note: HOSTING: A proposal on hosting should be produced including cost benefit analyses on hosting services.

7.   **GENERAL INFORMATION**

Enquiries in respect of this RFI should be addressed to:

SUPPLY CHAIN MANAGMENET
E-mail: Bidqueries@mict.orga.za

All queries MUST be e-mailed

END OF THE REQUEST FOR INFORMATION DOCUMENT