

Date: 07.05.2020

**RFQ: RFI/ELS/001/20**

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

**CONSOLIDATED QUESTION AND ANSWER DOCUMENT**

**1. QUESTION:**

- 1.1 Good day, I just went through the mandatory documents outlined within the RFI. Under 1.2 it stipulates that "*The bidder must submit proof of authority from the OEM to Distribute and/or sell within South Africa.*"
- 1.2 Please let me know if there will be any issues regarding this as we would like the opportunity to bid.

**ANSWER:**

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.

This is not a competitive bid it is a request for information.

**2. QUESTION & ANSWERS:**

- 2.1 What is the nature of your organisation - why are you looking for LMS (internal training for staff or external training for clients/customers)?

Details of what of the nature of our organization is on section 4 of the RFI document. The details of the system are under section 4&5 of the RFI document.

2.2 Do you require ecommerce - do users pay for courses? If so, how?

MICT SETA does not require ecommerce. MICTSETA will not be charging for this service.

2.3 How many courses will there be?

Only MICTSETA register qualifications; vendor specific and QCTO qualifications.

2.4 Do you have an example of course material/content you can send to us?

No; The material will be uploaded by accredited training providers

2.5 How many users do you roughly estimate will be using the platform?

More than 20 000 (but not limited to)

2.6 Is there any specific functionality or capabilities required other than login/registration?

Please refer to the RFI document section 5

### 3. QUESTION:

3.1 We are currently not yet set-up on the CSD (as we are an overseas based company) we do however have a partner in the consortium who is.

Registration on CSD is legislative requirement.

3.2 Could you kindly advise if this would be a discounting reason or if we would be offered an opportunity to comply during the tender process.

This process is not a “tender process” it is a request for information process. However, when organ of state engages with the public they must make sure suppliers who have an interest in doing business with an organ of state are registered on CSD.

### ANSWER:

### 4. QUESTION:

4.1 Can you please confirm if the portal should be open source?

### ANSWER:

The portal should be a closed source. Only be accessible to MICT SETA Stakeholders and Learners.

## 5. QUESTION & ANSWERS:

- 5.1 With regards to the RFI, should a proposed solution also cover web applications or should it only be platforms for the deployment (cloud/hardware/software) that is required or both?

Bidders are required to provide MICT SETA with market related options.

- 5.2 For example, MICT-SETA already has existing web based platform that supports stakeholders, training providers and employees log in, and other applications/information but does not support e-learning login with the relevant features currently. Is this current system going to be reconstructed to meet the e-learning requirement by MICT-SETA or should it be part of our solutions for MICT-SETA alongside deployment.

Bidders are required to provide MICT SETA with market related options.

- 5.3 Is it possible to get a glimpse of the current network infrastructure? On premise/cloud - Please kindly assist with us any additional info that would assist us with meeting your requirement.

The Mict Seta currently does not have E-Learning Solution; we are looking at getting a cloud based solution that will be accessed by both Mict Seta internal and external stakeholders.

## 6. QUESTION & ANSWERS:

- 6.1 In the attached RFI document, it is mentioned that you want the app to be able to work offline. There is an option to create it in a form of PWA or another option is to make it available for installing on a desktop. How would you prefer to have it done?

Bidders are required to provide MICT SETA with market related options.

- 6.2 In terms of architecture:

- Does the proposed solution need to have modular architecture within one big system? - i.e. the user can basic functionality and then, if and when required, additional functions can be added in the form of plugins (for example); **OR**
- Does the proposed solution need to have separate/independent modules?

### ANSWER:

The Solution needs to have separate/ independent modules. The Solution must also accommodate change in terms of new business requirements- solution options must allow for scalability.

**7. QUESTION:**

**7.1** Is there an indication of the number of students and educators that will be utilizing the system?

**ANSWER:**

More than 20 000 but not limited to.

**8. QUESTION & ANSWERS:**

**8.1** How does the current MICT SETA system currently function? Is there any existing training system?

The Mict Seta currently does not have E-Learning Solution

**8.2** Are the training programs conducted in classrooms?

The current training is conduction in classrooms, this platform will allow for out of classroom digital access to training.

**8.3** How many Trading Partners will be in the e-learning solution eco-system?

More than 10 000 this will include training providers; assessors; facilitators; moderators; workplace mentors; training provider's administrators.

**8.4** What role(s) will each of the Trading Partners play in this E-Learning project?

Facilitation/Training; assessments; administration and moderation

**8.5** Is there a role pertaining to providing learning content for the various programs being run by MICT SETA?

The learning content will be provided by learning institutions.

**8.6** Who are the training providers and what is the operating business model with i.e. organisations, institutions, SETA, etc.?

MICT SETA Accredited providers or accredited by other ETQAs

**8.7** Kindly elaborate your expectations on a workplace based mentorship, for instance, what do you mean by employer organisations must be able to access the system locally or internationally?

Employer must be able to interact with the learners onsite and offsite; they must be able to upload workplace assessments working with the assessors – see section 5 of the RFI.

**8.8** Please provide more details and expectations on Education Training Development Practitioners facilitator; assessor and moderators. What is your expectation for Offline Access?

They must be able to download the information and upload it again.

**8.9** What is the volume of MICT SETA courses which are to be imported with material and the format?

More than 10 000 (but not limited to)

**8.10** Please clarify what you mean by MICT SETA or any other SETA; QCTO employees must be able to conduct off site visit which will include monitoring and verification.

They must be able to access providers work e.g. verification of POE that was assessed and moderated. (based on uploaded information)

**8.11** Are you looking for Cloud as a Service model for your E-learning or a Private Cloud E-Learning platform? Please clarify.

Mict Seta is looking for a Private Cloud E-Learning System

**8.12** What is the level of integration required?

The MICT SETA currently does not have E-Learning Solution

## **9. QUESTION:**

**9.1** The system ownership: Who owns the system?

It must own by MICT SETA

**9.2** Pricing model: Must it be licensing fee per user?

Bidders are required to provided market related option as part of a cost effective solution information.

## **ANSWERS:**

## **10. QUESTION & ANSWERS:**

**10.1** Is the RFI Closing date still 06<sup>th</sup> May at 11:00 am?

Closing dated extended to 11<sup>th</sup> May 2020 at 11:00 – only electronic submissions will be accepted.

**10.2** On the page relating to mandatory documents, Points 1.2 and 1.3 makes reference to OEM reseller and distribution rights. Is MICT SETA's requirement for a ready-to-deploy off the shelf product with all features already available?

Bidders are required to provide MICT SETA with market related options.

**10.3** Or will MICTSETA accept bids from South African companies such as ourselves where custom development of some features will still need to take place in order to meet the requirements for all the features listed? The benefit of course being that MICT SETA will have input into the custom design of such features.

Bidders are required to provide MICT SETA with market related options.

**10.4** In reference to 5.1 "Overview of System Requirement", please provide an example of how international stakeholders are to interact with the system

See section 5 of the RFI document – capability of the system should be able to included international stakeholders who wish to offer training in South Africa.

**10.5** In reference to 5.2.1, point 7 relating to "Upload of learner to MICT SETA system for printing of certificates (Skills Web)", please confirm whether integration is required between the LMS and SETA's system for the purpose of uploading the Learner? Please also confirm what type of data will need to be uploaded? Will printing of the certificates happen on SETA's end once the required data has been provided by the Service provider?

The system will be design and customised for MICT SETA rather than an off shelf system.

The international and local stakeholder they will need to access the system on the internet through MICT SETA website.

MICT SETA currently has a Skills Web system

**10.6** Please provide the RFI Document in MS Word.

This document can only be issued in PDF as a compliance and quality assurance element.

## 11. QUESTIONS & ANSWERS:

11.1 This is an RFI, does it mean that MICT is going to issue an RFP after this? What is the strategy behind this RFI, is it to assess solution landscape in the marketplace?

The purpose of a RFI is to gain familiarity with the current market for a particular supply or service and to gather information in a formal, structured, and comparable way, this allowing the MICT SETA to take an inform decision to procure a cost effective solution.

11.2 Assuming it is an RFI, is the costing required more of a pricing indication not firm one? If not, what is the bid validity?

As indicated that this not a tender, therefore bidders are required solution option and clearly indicate what the inclusive costs of such options are.

11.3 Can you also share with us addenda and clarification to this RFI which has already being communicated to interested participants, if any...?

The RFI documents is available on the MICT SETA website as well as the ETender Portal.

## 12. QUESTIONS:

12.1 An additional question would be: Does MICTSETA use Microsoft technology to power emails etc.? If not, what is the organization's technology?

### ANSWERS:

Microsoft