

MICT-SETA/E-LEARNING/003/2020: PROVISION FOR IMPLEMENTATION, SUPPORT AND MAINTENANCE OF AN E-LEARNING SOLUTION FOR A PERIOD OF FIVE (5) YEARS.

ANNEXURE B: FUNCTIONAL COMPLIANCE FORM

Name of Bidder:

At a minimum, the system must comply with the specification as articulated below.

No.	FUNCTIONAL REQUIREMENTS			
	Functional Category	Detailed Requirements Spec	Bidder's Compliance with Spec	Substantiate your system compliance with spec. Bidder to further elaborate on how certain functionality will be used; e.g. integration, data migration, etc.
1	About the system	<ul style="list-style-type: none"> Technical spec including platform, version, hosting requirements, amongst others. The system must be hosted in the cloud within the borders of the Republic of South Africa. 		
2	Training Provider should be able to:	<ul style="list-style-type: none"> Access the system Upload Training Material 		

		<ul style="list-style-type: none"> • Access and administer learner POE (Portfolio of Evidence) • Link learners to modules and unit standard • Conduct facilitation; assessments and moderation • Upload learner assessment results • Upload learners to MICT SETA System for printing of certificates (Skills WEB) 		
3	Workplace based Mentorship	<ul style="list-style-type: none"> • 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 allow for workplace learning and allow learners to complete log books (electronically) on the system 		
4	ETD Practitioners: facilitator, assessor, moderator	The solution must allow for instructiveness with relevant and different Training Providers which will allow for multiple access for multiple training providers		
5	Learners must be able to:	<ul style="list-style-type: none"> • Attend online classes • Submit work content and allow for assessments that will include producing assessments and PoE • Have access to connectivity - enabling environment; e.g. Cloud based solution • Have access to electronic subject matter material, podcasts and other recorded material to support their learning 		

		<ul style="list-style-type: none"> • Participate interactively on live sessions with facilitators • Gain exposure to online assessment methods prior to final summative assessments • Be granted at least more than one summative assessment attempts on the system 		
6	MICT SETA, SETAs, QCTO and / or other State entity of the Republic of South Africa	<ul style="list-style-type: none"> • MICT SETA or any other SETA; QCTO or any other state entity must be able to access the system and conduct verifications which will include monitoring and evaluation • ETQA & LPD should be able to: <ul style="list-style-type: none"> ○ To monitor learner progress ○ Have access to formative assessments ○ Have access to summative assessment integrated PoE evidence submitted ○ View scheme of work and activity schedules ○ Populate verification comments on the online tool for submission ○ Endorse or disapprove the assessments ○ Lodge queries where applicable 		
7	Attendance	<ul style="list-style-type: none"> • Electronic signature for assessments and attendance registration • Login Details of Learners and other relevant stakeholders • Maintain date and time stamps for attendance 		

8	Technical requirements	<ul style="list-style-type: none"> • System should allow for a minimum of 30 000 concurrent learners. • System should enable user login and be role based. A learner must land on their workspace for the relevant learning material. Security features must 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. • Archiving, Saving, backups and Exporting Data. The platforms used for hosting a tool may not reliably ensure adequate protection against data loss. • Allow for online and offline access. It should offer an offline mode to expand access for those who have limited to access. • 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. • A compatible mobile app with access to the solution is required 		
9	Learning material	<ul style="list-style-type: none"> • On line POE 		

		<ul style="list-style-type: none"> • The solution must have robust multi-media content management system with support for video, audio, pdf, Word, PPT, etc. • It must protect the IP for training provider. • Create graphics / videos / animations / diagrams / photos to improve course effectiveness and user interface • Populate / importing online courses with the material • Extract and setup effective and applicable questions to test knowledge of end users 		
10	System enhancements	<ul style="list-style-type: none"> • Make custom changes and improvements to the user interface (theme / layout, colour, fonts etc.) • Write and implement custom code modifications / plugins when needed • Manage and maintain dedicated development, test and production server environments 		
11	Communication	<ul style="list-style-type: none"> • Learners should be able to interact through the system; e.g. chat bots, etc. • Will have an e-communication module which will be used for sending emails to categorized users and have the ability to report on communication • Inform all stakeholders of new courses loaded 		

12	Quality assurance	<ul style="list-style-type: none"> • Manage a test server environment, with a Quality Assurance processes before courses are to be released for production • Deployment of new courses to the live system • Maintenance and updating of existing courses • Handle correspondence and feedback from end users as well as Training Officers with regards to material • Establish merit of suggested changes / updates / corrections from end users • Ensure that courses are up to date by applying corrections / improvements as needed 		
12	Integration	<ul style="list-style-type: none"> • Using highly secure platforms, the system must allow for integration as follows: <ul style="list-style-type: none"> o Internal systems of the MICT SETA (incl. Skills Web, & the ERP system for a full solution) for information on learners, training, courses, etc. o Other external parties which are party to this solution for a complete e-Learning solution. 		
14	Data Migration	<ul style="list-style-type: none"> • Migration of current / active learning programmes learning material. • Conversion of MICT SETA registered programmes into the e-Learning platform. This is currently manual. 		
15	Support and maintenance	<ul style="list-style-type: none"> • Technical support throughout the lifecycle of the contract is required. 		

		<ul style="list-style-type: none"> • SLA to determine minimum uptime of the solution will be signed with the successful bidder. • Support and maintenance to include upgrades, updates, and enhancements driven by the business and legislative requirements. • Regular SLA monitoring meetings will be required. • The system must maintain an audit trail of key activities. • Training of the solution must be provided to all key resources including the train the trainer model and user training. The scope for this shall include reasonable means. • The bidder must provide a call logging system with stats of calls logs for the period and reports on resolutions. • Ensure the core / themes and plugins of e-Learning are up to date and secure • Create and manage a stable, adaptable, and adaptable solution to accommodate growth • Do regular system maintenance tasks such as upgrades, system health checks, and storage performance, amongst others. • Establish, manage, implement and maintain a backup and disaster recovery / continuity system of the system and perform regular drills and provide assurance to the MICT SETA that continuity of this system is guaranteed. 		
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		<ul style="list-style-type: none"> • Monitor system for traffic spikes or any irregularities such as security. • Handle any technical issues that may occur with the hosting architecture 		
16	Reporting	<ul style="list-style-type: none"> • Performance reports to be submitted on a monthly basis as part of performance monitoring and evaluation • Develop and manage ever-changing business intelligence reports. 		
17	End of contract processes in an event a bidder is appointed	<ul style="list-style-type: none"> • The following processes shall apply during expire / termination of the contract: <ul style="list-style-type: none"> ○ MICT SETA will retain full IP rights of the system, all enhancements, modifications, code, and data as a result of the contract resulting from this bid. ○ The bidder will not claim any ownership of the system and its data resulting from this bid as such shall remain the sole property of the MICT SETA. ○ The bidder will be required to extract a database of all data, system configs, documentation, etc. arising from this bid. 		
18	Change Management	<ul style="list-style-type: none"> • All system changes, enhancements, etc. should follow the MICT SETA Change Management SOP 		
19	Time and attendance and ownership of work	<ul style="list-style-type: none"> • Demonstrate how the system is able to monitor time and attendance of learners. 		

		<ul style="list-style-type: none"> Demonstrate how AI tools are used monitor participants and capture photographic identification to provide date and tie restrictions, lockdown or browser for several question types, and algorithm for secure online assessments. 		
20	<p>Other functional areas proposed:</p> <ul style="list-style-type: none"> Bidder to further detail other areas on strength of their system. 			

Compliance with the above technical requirements is a must as it is assumed that these are minimum functionality of the ideal MICT SETA e-Learning platform. Bidders are further requested to elaborate on the corresponding column how their system addresses the MICT SETA requirements as detailed.

The assumption is that the bidder is a specialist for provision of e-learning solutions. Accordingly, the above requirements are minimum and bidders are required to provide a solution to achieve the objectives of the project and address the challenges of the MICT SETA as articulated in the background of the Bid Terms of Reference.

Signed: _____



Name:

Capacity:

Date: / / 2021