

## TERMS OF REFERENCE FOR LICENCING, IMPLEMENTATION, SUPPORT AND MAINTENANCE OF THE MANAGEMENT INFORMATION SYSTEM (MIS) AND DECISION SUPPORT SYSTEM (DSS) OF THE MICT SETA FOR A PERIOD OF 5 YEARS

### ANNEXURE A: 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 (Y/N)	Substantiate your system compliance with specifications. Bidder to further elaborate on how certain functionality will be used
1	About the system	<ul style="list-style-type: none"> <li>Technical specification including platform, version, hosting requirements, amongst others.</li> <li>The system must be hosted in the cloud within the borders of the Republic of South Africa.</li> </ul>		

2	Solution Design	<ul style="list-style-type: none"> <li>• The required solution must be off-the-shelf product.</li> <li>• The solution must be highly configurable with no further coding required.</li> <li>• Skills transfer for internal ICT support to be augmented by the service provider and OEM must be provided.</li> <li>• The solution must have predefined libraries / templates to be used.</li> <li>• KPIs must be defined according to business units.</li> <li>• The solution must serve as a comprehensive management portal and gather all performance management information centrally with dashboards, heat maps, navigation solutions.</li> <li>• The solution must be scalable to accommodate additional buckets and objects.</li> <li>• The solution must include dynamic traffic lights for reflection of performance according to the action.</li> </ul>		
3	Balanced Scorecard	<ul style="list-style-type: none"> <li>• The solution must support preparation of the balanced scorecard model, with structures for scorecards, perspectives, strategic objectives, and KPIs.</li> </ul>		

		<ul style="list-style-type: none"> <li>• The solution must support management models where indicators and deliverables are involved, and creation of contracts.</li> <li>• The solution must create rule-based management processes and cascading of organisational performance to the individual level, where roles and responsibilities, contributions and performance are defined.</li> <li>• The solution must accommodate both qualitative and quantitative scorecards, with drill down, time frequencies, and trends analysis.</li> <li>• The solution must display strategy maps and allow for analysis of the underlying data; with options for comments to allow for analysis.</li> </ul>		
4	Strategy Automation	<ul style="list-style-type: none"> <li>• The system must provide for management of strategic objectives and cascade them down into the Annual Performance Plans and Operational Plans.</li> </ul>		
5	Annual Performance Plan (APP) automation	<ul style="list-style-type: none"> <li>• The APP automation must link with strategic objectives</li> <li>• All APP targets must be automated.</li> <li>• The MANCO, the AA, and its sub-committees must be able to have access into the dashboard.</li> </ul>		

		<ul style="list-style-type: none"> <li>• MANCO remains responsible for using the system as a reporting tool.</li> <li>• The system shall in turn project the performance information on the dashboard, with heat maps.</li> </ul>		
6	DHET SLA automation	<ul style="list-style-type: none"> <li>• Monitoring performance against annual SLA between the MICT SETA and the Department of Higher Education and Training (DHET) on learning and development interventions, which are reported monthly via the Sector Education and Training Management Information System (SETMIS) system.</li> </ul>		
7	Project and Portfolio Management automation	<ul style="list-style-type: none"> <li>• The system must allow for designing of project initiatives, activities, milestones and the necessary portfolios, including reporting thereof with portfolio of evidence (PoE). Activities must be assigned to one or more resources.</li> <li>• Initiatives must issue warnings to the relevant resources.</li> <li>• The solution must link comments and documents as PoE.</li> <li>• Must link with the ERP system on financial performance on each project.</li> <li>• Project must link with strategic objectives, APPs, and operational plan targets.</li> </ul>		

		<ul style="list-style-type: none"> <li>• The status of achievement / non-achievement of project milestones must directly and seamlessly affect the status of the said strategic, APP, and operational targets</li> <li>• The solution must link to third-party solutions such as project server, learner management system, and the ERP system.</li> </ul>		
8	Enterprise Risk Management (ERM) / Governance Risk and Compliance (GRC)	<ul style="list-style-type: none"> <li>• Risk management is important for management performance.</li> <li>• The system must follow a risk management methodology in public sector and support ISO 9001 end-to-end in the automation all levels of risks; i.e. strategic, APP, operational, project, etc. with mitigation / action plans as MICT SETA risk policies and practices.</li> <li>• The solution must link risk assessment to objects, i.e. strategy, etc.</li> <li>• Risk factors must be visualised in a risk chart, allow for creation of measure for risk factor, define budget resources for a risk reducing measure reporting on the actual consumption.</li> <li>• Seamless integration between risk and performance plans.</li> </ul>		

		<ul style="list-style-type: none"> <li>• Ability to manually place a risk factor in the risk chart, escalation of risk mitigation plans.</li> <li>• Ability to automate audit plans.</li> <li>• Seamless integration between risk registers and audit.</li> </ul>		
9	Action Tracker	<ul style="list-style-type: none"> <li>• The system should enable a functionality to assign strategic / operational tasks and allow for tracking of such actions.</li> <li>• The solution must allow for business process management and allow ability to define management rules / principles.</li> <li>• The solution must describe processes for identifying deviations and taking corrective measures, escalation of incomplete activities, and validation of results; e.g. lack of PoE, and violation of rules.</li> </ul>		
10	Integration	<ul style="list-style-type: none"> <li>• Seamless integration between the system and the ERP system for projection and linking of financial performance for related projects according to the defined commitments and contract costing, human resources performance and SCM performance according to the APP and operational plans.</li> <li>• Seamless integration with Learner Management Solutions (LMS) for monitoring of Skills Development</li> </ul>		

		<p>Interventions and SETMIS performance reporting, and PoE.</p> <ul style="list-style-type: none"> <li>• Seamless integration with the Electronic Document Management System (EDMS) for project PoE.</li> <li>• Seamless integration with any other systems that MICT SETA might on-board.</li> <li>• The solution must integrate with MICT SETA's Active Directory (AD).</li> </ul>		
11	Dashboard and Reporting	<ul style="list-style-type: none"> <li>• The system must project a dashboard or organisational performance as defined in these terms of reference. The dashboard must provide a heat map with drill down functionality to the lowest possible functionality as defined during requirements gathering phase.</li> <li>• The system must provide high intuitive dashboards depending on defined users' roles and responsibilities.</li> <li>• The dashboards must be available on mobile devices across all platforms; i.e. Android and IOS.</li> <li>• The system must provide various forms of reports required by various stakeholders with minimal intervention by users.</li> </ul>		

		<ul style="list-style-type: none"> <li>• The system must have built-in security, e.g. Segregation of Duties, on capturing and verification to ensure information accuracy, and enforcement of PoE.</li> <li>• Reporting must be extracted to word, PDF, and PowerPoint.</li> <li>• The solution must send reports to specific individuals via e-mail, allow for creation and customisation of reports, and print reports or extract to Word, Excel, or PowerPoint, or other third-party reporting tools, and support data from OLAP cubes.</li> </ul>		
12	Data Migration	<ul style="list-style-type: none"> <li>• The system must allow for the building and reporting of current manual based strategy, APP, operational plans, risk registers, and audit processes.</li> <li>• The solution must automate data acquisition from other systems (automated or manual), at certain intervals, produce exception reports for errors in acquired data, and contact built-in rules for data management.</li> </ul>		
13	Solution Hosting	<ul style="list-style-type: none"> <li>• The solution must be hosted in the bidder's cloud within the boundaries of South Africa for the duration of the contract.</li> <li>• The service provider must guarantee high availability of the solution with fail-over capabilities.</li> </ul>		



		<ul style="list-style-type: none"> <li>• The solution must adhere to MICT SETA disaster recovery plan.</li> <li>• The solution’s application server must have a minimum of 32 GB RAM.</li> </ul>		
14	Training and Skills Transfer	<ul style="list-style-type: none"> <li>• Handholding and on the job training must be provided to internal technical resources.</li> <li>• User training must be provided to ensure that all users are at acceptable levels of performing their functions.</li> <li>• Admin training must be provided.</li> <li>• Train the trainer processes must be provided.</li> <li>• User manuals (written and audio visual) must be provided.</li> </ul>		
15	Support and Maintenance	<ul style="list-style-type: none"> <li>• The successful provider will be required to provide all licencing, hosting, support, and maintenance of the system for the duration of the contract.</li> <li>• Hosting and ICT service continuity must be enabled by the service provider according to the MICT SETA’s policies and Standard Operating Procedures for backup and continuity of ICT services.</li> </ul>		
16	Compliance and Security	<ul style="list-style-type: none"> <li>• The system must be scalable to accommodate reporting requirements of the Accounting Authority and its sub-committees, the DHET, DPME, and any other</li> </ul>		

		<p>stakeholder of the MICT SETA, as issued from time-to-time.</p> <ul style="list-style-type: none"> <li>• Software updates and upgrades must be provided for as part of the contract to guarantee the MICT SETA of acceptable security levels of the system.</li> <li>• The system must comply with any other applicable legislative imperatives, prescripts, policies, and SOPs governing the MICT SETA.</li> <li>• The solution must allow for creation of help texts in the user interface, allow for multi-user access (concurrent), allow for different levels of access rights, creation of menus and texts in the user interface, allow for Admin functions to read, modify, and delete records, and maintain an audit trail for all activities.</li> </ul>		
17	System Performance Reporting	<ul style="list-style-type: none"> <li>• Performance reports to be submitted on a monthly basis and whenever requested as part of performance monitoring and evaluation.</li> </ul>		
18	End of contract processes in an event a bidder is appointed	<ul style="list-style-type: none"> <li>• The following processes shall apply during expire / termination of the contract: <ul style="list-style-type: none"> <li>○ 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.</li> </ul> </li> </ul>		

		<ul style="list-style-type: none"> <li>○ 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.</li> <li>○ The bidder will be required to extract a database of all data, system configs, documentation, etc. arising from this bid.</li> </ul>		
19	Change Management	<ul style="list-style-type: none"> <li>● All system changes, enhancements, etc. should follow the MICT SETA Change Management SOP</li> </ul>		
20	<p>Other functional areas proposed:</p> <ul style="list-style-type: none"> <li>● Bidder to further detail other areas on strength of their system.</li> </ul>			

Compliance with the above technical requirements is a must as it is assumed that these are minimum functionality of the ideal MICT SETA MIS & DSS 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 MIS & DSS 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