

## PROVISION FOR IMPLEMENTATION, SUPPORT AND MAINTENANCE OF AN E-LEARNING SOLUTION FOR A PERIOD OF FIVE (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 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"> <li>• Technical specifications including platform, version, hosting requirements, amongst others.</li> <li>• The system must be hosted in the bidder's cloud within the borders of the Republic of South Africa.</li> <li>• The system must be available nationally.</li> </ul>		

2	Skills Development Provider should be able to:	<ul style="list-style-type: none"> <li>• Access the system</li> <li>• Upload learners</li> <li>• Upload learning materials</li> <li>• Link learners to modules and unit standards</li> <li>• Access and administer learner POE (Portfolio of Evidence)</li> <li>• Update learner assessment results</li> <li>• Conduct facilitation, assessments and moderation</li> <li>• Upload assessor and moderator report</li> <li>• Send a request for verification</li> </ul>		
3	Workplace based Mentorship	<ul style="list-style-type: none"> <li>• Employer organisations must be able to access the system and provide workplace mentorship through qualified mentors.</li> <li>• The e-Learning system must allow for workplace learning and allow learners to complete log books (electronically) on the system</li> </ul>		
4	ETD Practitioners: facilitator, assessor, moderator	The solution must allow providers to link multiple ETD Practitioners to their profile		
5	Learners must be able to:	<ul style="list-style-type: none"> <li>• Attend online classes</li> <li>• Submit work content and allow for assessments that will include producing assessments and PoEs.</li> </ul>		

		<ul style="list-style-type: none"> <li>• Have access to electronic subject matter material, podcasts and other recorded material to support their learning</li> <li>• Participate interactively on live sessions with facilitators</li> <li>• Gain exposure to online assessment methods prior to final summative assessments</li> <li>• Be granted at least more than one summative assessment attempt on the system</li> <li>• Obtain immediate feedback on programs or assessments must be provided to learners</li> <li>• Must be able to interact with other learners</li> <li>• Have access to pre-recorded lessons</li> </ul>		
6	<p>MICT SETA, SETAs, QCTO, DHET and / or other State entity of the Republic of South Africa</p>	<ul style="list-style-type: none"> <li>• MICT SETA or any other SETA; QCTO, DHET or any other state entity must be able to access the system and conduct verifications which will include monitoring and evaluation</li> <li>• ETQA &amp; LPD should be able to: <ul style="list-style-type: none"> <li>○ To monitor learner progress</li> <li>○ Have access to formative and summative assessments</li> <li>○ Have access to integrated PoE evidence submitted</li> <li>○ View progress of work and activity schedules</li> </ul> </li> </ul>		

		<ul style="list-style-type: none"> <li>○ Populate verification comments on the online tool for submission</li> <li>○ Endorse or disapprove the assessments</li> <li>○ Lodge queries where applicable</li> </ul>		
7	Attendance	<ul style="list-style-type: none"> <li>● Electronic signature for assessments and attendance registration</li> <li>● Login Details of Learners and other relevant stakeholders</li> <li>● Maintain date and time stamps for attendance</li> </ul>		
8	Technical requirements	<ul style="list-style-type: none"> <li>● System should allow for a minimum of 30 000 concurrent learners.</li> <li>● 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.</li> <li>● Archiving, saving, backup and exporting data. The platforms used for hosting a tool should reliably ensure adequate protection against data loss.</li> </ul>		

		<ul style="list-style-type: none"> <li>• Allow for online and offline access. It should offer an offline mode to expand access for those who have limited access.</li> <li>• It must allow learners to have the flexibility to determine what, where, and when to learn based on a given timeline. Learners should be able to repeat learning units as often as required and control the duration of learning sessions.</li> <li>• A compatible mobile app with access to the solution is required.</li> <li>• The system must maintain an audit trail of key activities.</li> </ul>		
9	Learning material	<ul style="list-style-type: none"> <li>• Online POE</li> <li>• The solution must have a robust multi-media content management system with support for video, audio, pdf, Word, PowerPoint, gamification, etc.</li> <li>• The solution should allow for simulation.</li> <li>• The solution must protect the Intellectual Property of the skills development providers.</li> <li>• Create graphics / videos / animations / diagrams / notes / photos to improve course effectiveness and user interface.</li> <li>• Populate / importing online courses with the material.</li> </ul>		

		<ul style="list-style-type: none"> <li>• Extract and setup effective and applicable questions to test knowledge of end users.</li> </ul>		
10	System enhancements	<ul style="list-style-type: none"> <li>• Make custom changes and improvements to the user interface (theme / layout, colour, fonts etc.)</li> <li>• Write and implement custom code modifications / plugins when needed</li> <li>• Manage and maintain dedicated development, test and production server environments</li> </ul>		
11	Communication	<ul style="list-style-type: none"> <li>• Learners should be able to interact through the system; e.g. chat bots, etc.</li> <li>• Will have an e-communication module which will be used for sending emails to categorized users and have the ability to report on communication</li> <li>• Inform all stakeholders of new courses loaded</li> <li>• Notifications within the dashboard</li> </ul>		
12	Quality assurance	<ul style="list-style-type: none"> <li>• Manage a test server environment, with a Quality Assurance process before courses are to be released for production</li> <li>• Deployment of new courses to the live system</li> <li>• Maintenance and updating of existing courses</li> <li>• Handle correspondence and feedback from end users as well as Training Officers with regards to material</li> <li>• Establish merit of suggested changes / updates / corrections from end users</li> </ul>		

		<ul style="list-style-type: none"> <li>• Ensure that courses are up to date by applying corrections / improvements as needed</li> </ul>		
12	Integration	<ul style="list-style-type: none"> <li>• Using highly secure platforms, the system must allow for integration as follows: <ul style="list-style-type: none"> <li>o Internal systems of the MICT SETA (incl. Skills Web, &amp; the ERP system for a full solution) for information on learners, training, courses, etc.</li> <li>o Other external parties, which might be integrated to the e-Learning solution.</li> </ul> </li> </ul>		
14	Data Migration	<ul style="list-style-type: none"> <li>• Migration of current / active learning programmes' learning material.</li> <li>• Conversion of MICT SETA registered programmes into the e-Learning platform. This is currently manual.</li> </ul>		
15	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>• Bidders must submit an architecture of the hosting platform.</li> <li>• The hosting architecture must clearly depict the primary, and failover (the continuity) sites, inclusive of network and server infrastructure.</li> </ul>		

		<ul style="list-style-type: none"> <li>• Bidders must submit a backup solution architecture. Systems will be backed up according to MICT SETA’s Backup Operations Procedure.</li> </ul>		
16	Support and maintenance	<ul style="list-style-type: none"> <li>• Technical support throughout the lifecycle of the contract is required.</li> <li>• SLA to determine minimum uptime of the solution will be signed with the successful bidder.</li> <li>• Support and maintenance to include upgrades, updates, and enhancements driven by the business and legislative requirements.</li> <li>• Regular SLA monitoring meetings will be required.</li> <li>• 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.</li> <li>• The successful bidder will be required to provide “Over the Shoulder” training to MICT SETA’s ICT personnel</li> <li>• The bidder must provide a call logging system with stats of call logs for the period and reports on resolutions.</li> <li>• Ensure the core / themes and plugins of e-Learning are up to date and secure</li> <li>• Create and manage a stable and adaptable solution to accommodate growth</li> </ul>		



		<ul style="list-style-type: none"> <li>• Do regular system maintenance tasks such as upgrades, system health checks, and storage performance, amongst others.</li> <li>• 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.</li> <li>• Monitor system for traffic spikes or any irregularities such as security.</li> <li>• Handle any technical issues that may occur with the hosting architecture</li> </ul>		
17	Reporting	<ul style="list-style-type: none"> <li>• Performance reports to be submitted on a monthly basis as part of performance monitoring and evaluation <ul style="list-style-type: none"> <li>o Develop and manage ever-changing business intelligence reports.</li> </ul> </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>o MICT SETA will retain full Intellectual Property 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>o 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 configurations, 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> <li>• The system must maintain an audit trail of activities by engineers or administrators.</li> </ul>		
20	Time and attendance and ownership of work	<ul style="list-style-type: none"> <li>• Demonstrate how the system is able to monitor time and attendance of learners.</li> </ul> <p>Demonstrate how Artificial Intelligence / Proctoring tools are used to monitor participants and capture photographic identification to provide date and time restrictions, lockdown or browser for several question types, and algorithm for secure online assessments.</p>		
21	Other functional areas proposed: 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