

ANNEXURE A: FUNCTIONAL COMPLIANCE FORM (LEARNER MANAGEMENT SYSTEM (LMS))

Name of Bidder:

At a minimum, the system must comply with the specification as articulated below and in the Terms of Reference. The functional category detail can be found in the Terms of Reference.

| No. | FUNCTIONAL REQUIREMENTS | | | |
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| | 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 | Sector Skills Plan (SSP) | <u>Internal Users</u> <ul style="list-style-type: none"> Evaluation and approval of Skills Development Facilitators (SDFs) registrations. Evaluation and approval of WSPs/PTPs and ATRs/PTRs submissions. | | |

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| | | <ul style="list-style-type: none"> • Provide information on users who approved, queried, or initiated or rejected submissions. • Linking and delinking of SDFs from companies. • Allow for linking and de-linking of secondary SDFs. • Acknowledgement and confirmation of WSPs/PTPs and ATRs/PTRs submissions, status of application, and response in PDF format communicated via e-mail. • History of linking and de-linking of SDFs. • Allow for opening of a submitted WSP for modification. • Download reports, including WSPs/PTPs and ATRs/PTRs and levy information / report from system. Internally and Externally. • Transfer of T-numbers to SDL numbers by internal users. • System generated letters e.g. approval letters, Query letters, acknowledgement letters etc. • Inter-Seta transfers. • Default the closing time for the submission. | | |
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| | | <p><u>External Users</u></p> <ul style="list-style-type: none"> • SDF Registration. • SDF Dashboard/ Documents. • Capturing of Organisation details. • Capturing of Training committee details (Employers with more than 50 employees). • Submission of WSPs/PTPs and ATRs/PTRs by SDFs. • Upload of organisation profile and training data and information from excel spreadsheet. • Allow for bulk uploads. • Upload Proof of training in a form of Invoices and attendance registers. • Printing of WSP report by external users. • Download reports, including WSPs/PTPs and ATRs/PTRs and levy information / report from system. • Download excel template, populate your WSPs/PTPs and ATRs/PTRs and upload back into system. CSV or Excel Template. | | |
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| 2 | Learning Programmes | <p>Discretionary Grants (DG) <u>External Users</u> (Employers, SDFs, other entities)</p> <ul style="list-style-type: none"> • New Letter of Intent (LoI) Application • Create or update profile and company details on the system. • Application process. • Stakeholder to select province, region, and municipality of implementation. • Stakeholder to select type of Learning Programmes Indicator. • Upload supporting documents as stated on the advert. • Employer to indicate number of learners applied for. • Acknowledgement and confirmation of LoI submissions, status of application, and response in PDF format communicated via e-mail. • Upon receipt of an approved SLA, stakeholder must sign and uploads SLA within prescribed period. • Upload learner information. • Upload learner supporting documents. | | |

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| | | <ul style="list-style-type: none"> • Upload supporting documents as per Grants Disbursement Schedule of the SLA. <p><u>Internal Users</u></p> <ul style="list-style-type: none"> • Receive notification of submitted application • Review and verify application and documentation for completeness. • Generate a report of compliant and non-compliant applications and submit to the DG committee. • DG committee conducts evaluations and does preliminary allocation of numbers to be allocated to the stakeholder by considering the Annual Performance Plan (APP) and Commitment Register. • DG committee approves / declines the application and submit a report to the relevant manager. • Stakeholder receives feedback with status of application. • The Manager allocates Advisor for vetting. • Advisor conducts site vetting and recommends learner numbers based on observed capacity. | | |
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| | | <ul style="list-style-type: none"> • Advisor submits vetting report for approval by manager. • Manager approves the vetting report and submit to the DG committee. • DG committee review and approve application with vetting report. • DG minutes, vetting report and supporting documents are submitted to the administrator for SLA generation. • SLA is generated for Senior Manager: Learning Programmes and CEO approval. • Senior Manager: Learning Programmes reviews the SLA. • CEO reviews and approves the application. If there are any queries, they are referred to the DG committee. • SLA is sent to the Stakeholder for signature. • Advisor is allocated to the programme. • SLA data is included into the Commitment Register. • Verify learner documents and be able to send feedback to the stakeholders. • Process first disbursement. | | |
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| | | <ul style="list-style-type: none"> • Ongoing programme implementation and monitoring according to the Grants Disbursement Schedule until programme closeout. <p><u>Appeal Process</u></p> <ul style="list-style-type: none"> • Stakeholder submits letter of appeal within 14 days of having received feedback of the application. • If Appeals Committee considers the appeal, then the following occurs: <ul style="list-style-type: none"> ○ Appeals committee makes decision within 14 working days of appeal. ○ The Appeals Committee makes final decision. If the DG Committee's decision is overruled, then then DG Committee accept the decision of the Appeals Committee. ○ Appeals Committee minutes submitted to the DG Committee. DG Committee implements the decision of the Appeals Committee. ○ Senior Manager: Learning Programmes reviews the SLA. ○ CEO reviews and approves the application. If there are any queries, they are referred to the DG committee. | | |
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| | | <ul style="list-style-type: none"> ○ SLA is sent to the Stakeholder for signature. ○ Advisor is allocated to the programme. ○ SLA data is included into the Commitment Register. ○ Verify learner documents and be able to send feedback to the stakeholders. ○ Process first disbursement. ○ Ongoing programme implementation and monitoring according to the Grants Disbursement Schedule until programme closeout. ○ If Appeals Committee maintain the decision of the DG Committee, the final feedback is communicated to the stakeholder. <p><u>Commitment Register</u></p> <ul style="list-style-type: none"> ● Create or update Commitment Register according to the DHET SLA. ● Update Commitment Register according to SLAs committed. ● Monitor and report on the Commitment Register. <p><u>Payment Process</u></p> | | |
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| | | <ul style="list-style-type: none"> • Stakeholders must be able to upload and track invoices and the necessary PoE. • LPD to process invoice for processing by Finance and track status of invoices. • All approval processes of invoices must be processed in the system. • Financial to process all invoices and interface with the ERP system and the bank. • The system must notify the next in line for processing of invoices. • The system should be able to notify stakeholders if resubmission or corrections is required. | | |
| 3 | Education and Training Quality Assurance (ETQA) | <p>Assessor and Moderator registration <u>External User</u></p> <ul style="list-style-type: none"> • Apply and submit an application for new assessor and / or moderator. • Allow an assessor and / or moderator to apply for extension of scope. • Allow an assessor and / or moderator to apply for re-registration (notification to be send within 6 months of expiry). • Complete or update personal details. • Select qualification. | | |

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| | | <ul style="list-style-type: none"> • Upload required certified documents (not older than 3 months). • Sign declaration (PoPI Act and Code of Conduct). • Submit application. • System must send acknowledgement of receipt of application. • Download letter of registration. <p><u>Internal Users</u></p> <ul style="list-style-type: none"> • Receive notification of submitted application • Review and verify application and documentation for completeness. Request additional documents / information to the applicant if necessary. • Allocate application for Evaluation. • Recommend for approval. • Approve / decline application. • Generate feedback, including registration letter if application is approved. <p>Provider Scope <u>External Users</u></p> <ul style="list-style-type: none"> • Complete or update provider details. | | |
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| | | <ul style="list-style-type: none"> • Select qualification / unit standards. • Upload all accreditation requirements as per specified fields. • Sign declaration. • Submit application. • System must be send acknowledgement of receipt of application. • Link Workplace Mentors (ETD Staff) against the qualification, including specifying primary SETA, and upload SLA and MICT SETA registration letter. • Employer details linked to the qualification and SDP. • Upload Memorandum of Understanding (MoU) with the host employer into the system. <p><u>Internal Users</u></p> <ul style="list-style-type: none"> • Receive notification of submitted application • Evaluate application and documentation submitted (system checklist of documents submitted). • If compliant, add to list of SDPs waiting for site visits. • Allocate application to ETQA Advisor for a site visit. • Send feedback for remedial (if any). | | |
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| | | <ul style="list-style-type: none"> • Upload signed report by Skills Advisor, with recommendations. • Evaluation by the QA Committee. • Recommend to approve / award or decline application for accreditation to ETQA Senior Manager by the QA committee. • Send feedback for remedial action (if any). • ETQA Senior Manager reviews and recommends for approval. • CEO approves for accreditation. • Generate accreditation letter. • System sends accreditation letter to the applicant and the ETQA Official. <p>Learner Upload <u>External Users</u></p> <ul style="list-style-type: none"> • Log in on the accredited profile. • Create learner groups for the intervention (Qualification / USD / Learnerships / Skills Program). • Group reference numbers generated by the system (each number will be distinctive for each intervention type). | | |
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| | | <ul style="list-style-type: none"> • Add projected start and completion dates for each intervention (these must be editable by SDPs). • Capture learner details. • Link learners to ETD staff. • Send request for induction by MICT SETA. • Conduct assessments. • Send request for monitoring by MICT mid program. • Finalise assessments per recommendations of the monitoring. • Upload Assessor Reports. • Upload Moderator Report. • Send request for verification. <p>Verification and Certification</p> <p><u>Internal Users (ETQA)</u></p> <ul style="list-style-type: none"> • Verification <ul style="list-style-type: none"> ○ Receive notification for verification. ○ Allocate ETQA advisor for verification. ○ Advisor to conducts verification and upload report ○ ETQA receives notification for exit moderation | | |
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| | | <ul style="list-style-type: none"> ○ Allocate ETQA Advisor for exit moderation ○ Advisor conducts exit moderation and upload report ○ Recommend exit moderation report for certification. If not recommended, ETQA advisor corrects the issues with SDP. ○ Senior Manager ETQA approves report. <ul style="list-style-type: none"> ● Certification <ul style="list-style-type: none"> ○ Search provider ○ Search Groups by reference number ○ Verify exit moderation report ○ Send notification to Senior Manager ETQA for approval of certificate ○ Senior Manager send notification to Office of the CEO for approval of certificate. ○ ETQA receives notification of approved certificates ○ Generate and print Learner Certificate and / Statement of Results (SoR). ○ Notification is send to SDP to download SoR, Part Qualification and Transcript. <p>Qualification and Unit Standards <u>Internal Users</u></p> | | |
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| | | <ul style="list-style-type: none"> • Maintenance qualification and unit standards library according to SAQA qualification and unit standards. • Auto update of MICT SETA qualification and unit standards library according to SAQA updates. | | |
| 4 | Grants & Levies Integration | <p><u>Internal Users</u></p> <ul style="list-style-type: none"> • Loading levy file for different periods • Summary of levy file loaded • Automated calculation of the revenue journal • Seamless integration with the financial system to load the revenue journal • Reload of data sets • Viewing of previously loaded data • Calculate Mandatory Grant for all employees on the approved WSP list • Automated calculation of the Mandatory Grant expenditure journal • Seamless integration with the financial system to load the Mandatory Grant expenditure journal • Import FNB payment success file to load to the system <p><u>External Users</u></p> | | |

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| | | <ul style="list-style-type: none"> • Viewing and downloading of levy reports by employers • Levy report • Mandatory Grant statement/remittance advice | | |
| 5 | Migration of Legacy Data | <ul style="list-style-type: none"> • The appointed service provider will be required to migrate data (manual and / or electronic) from any legacy system. • The service provider must work with the business to establish business rules around legacy data, cleansing and migration. • Due to failures of the current system being phased out, migration might require serious amount of effort, which shall be carried out by the service provider. • The service provider will be required to reconcile data from the system that was used before the system that is being phased out, inclusive of data from the system being phased out, and any other data that may exists in physical documents. Further, the service provider must work with the business to verify the data with the actual data subjects. | | |

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| | | <ul style="list-style-type: none"> • The service provider must work with the business to conduct data cleansing and sign-off prior to migration. • The service provider must document and correct all exceptions from data migration to achieve 100% accuracy of the migrated data. • Data Migration must be included as one of key phases of the Project Plan. • Due to the current state of data, the data migration phase will require proper implementation plan and execution. | | |
| 6 | Document Management | <ul style="list-style-type: none"> • The service provider must build and maintain a document repository for all stakeholder documents processed by the LMS. • The system must have capability to preview documents before downloading. • Historic data must remain available in the system. • System must be able to maintain confidentiality of stakeholder documents. • System must have an intelligence to auto generate documents names. | | |

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| 7 | Reporting | <ul style="list-style-type: none"> • Operational Reports The system must be able to generate files / reports that fits the specifications of below platforms, but not limited to: <ul style="list-style-type: none"> ○ Operational Reports (NLRD) ○ National Learners Records Database ○ Sector Education and Training Management Information System (SETMIS) ○ Annual Performance Plan (APP) report | | |
| 8 | Audit Trails | <ul style="list-style-type: none"> • The system must maintain an audit trail of all activities within the system. • MICT SETA authorised users should be able to access and extract audit trail activity reports. | | |
| 9 | Workflows | <ul style="list-style-type: none"> • The system must be able to issue e-mail notification on status updates to the relevant stakeholders as defined by the business. • Workflows should be aligned to business processes. | | |
| 10 | Integration | <ul style="list-style-type: none"> • The system must integrate with other systems of the MICT SETA or other business stakeholders, including but not limited to the following: <ul style="list-style-type: none"> ○ E-Learning ○ Geographic Information System (GIS) ○ SETMIS reporting against DHET SLA ○ SAQA ○ NLRD | | |

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| | | <ul style="list-style-type: none"> ○ ERP system | | |
| 11 | Mobile app | <ul style="list-style-type: none"> • Development and provision of mobile application that will be integrated with the LMS platform for learners, providers, and assessors. | | |
| | Chat bot | <ul style="list-style-type: none"> • Development of a chat bot functionality for automation of some key functions of the Learner Management System for improved turnaround times and stakeholder relations. | | |
| 12 | System Administration and Performance | <ul style="list-style-type: none"> • The service provider will be required to sign an SLA for system uptime and availability to measure performance. • The system uptime should be guaranteed at 98% for the duration of the contract. | | |
| 13 | Solution Hosting | <ul style="list-style-type: none"> • Bidders must submit an architecture of the hosting platform that will be implemented as part of the services. • The proposed solution must depict the primary and secondary sites for high availability. • Bidders must submit a solution architecture (network & server infrastructure) as part of this section of the bid. • The solution architecture must clearly depict the following: <ul style="list-style-type: none"> - Primary (production and failover server) | | |

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| | | <ul style="list-style-type: none"> - Secondary (continuity) site • Demonstrate frequency of synchronisation between the sites for continuity. • In addition, the architecture must depict the duration it takes to failover from the primary to the secondary. • Bidders must submit a backup solution architecture. Systems will be backed up according to MICT SETA's Backup Operations Procedure. • Production environment must be protected from external access, e.g through DMZ, or reverse proxy. • Bidders to provide adequate network connectivity and server capacity at all times for acceptable performance. This includes storage and memory which must be optimised from time to time to accommodate growth and scalability. | | |
| 14 | Duration of the Contract | <ul style="list-style-type: none"> • The project duration shall be aligned with the final Project Plan to be defined in the Project Charter. The contract shall not exceed 5 years. • Implementation of the project shall be concluded within 12 months of signing the contract. | | |

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| | | <ul style="list-style-type: none"> • The first 12 months following completion of implementation shall serve as the Initial Period of the contract wherein all system defects are identified and resolved. • Following the conclusion of the initial period, the remainder of the project shall be allocated for Project Deliverable 4.4 (Solution Hosting, Support and Maintenance) as defined above. • Project deliverables and billing milestones will be aligned to the Statement of Work (SoW), which will be agreed upon during the project initiation phase. Failure to deliver as per the SoW alignment may lead to contract termination. • The following processes shall apply during expire / termination of the contract: <ul style="list-style-type: none"> ○ MICT SETA will retain full Intellectual Property rights of the system, all enhancements, modifications, code, and data at the end of the contract. ○ The bidder will not claim any ownership of the system and its data resulting from | | |
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| | | <p>this bid as such shall remain the sole property of the MICT SETA.</p> <ul style="list-style-type: none"> o The bidder will be required to extract a database of all data, system configurations, documentation, and handover to MICT SETA. | | |
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Compliance with the above technical requirements is necessary as it is assumed that these are minimum functionality requirements of the ideal MICT SETA LMS. Bidders are further requested to elaborate on the corresponding column how they intend to carry out the activities under each category to address the MICT SETA requirements as detailed. Any bid that does not substantiate compliance with the spec in the corresponding column of the form will be deemed non-responsive. Any bid that does not have the completed Annexure A will be deemed non-responsive.

The MICT SETA assumes that all bidders responding to this bid are specialists and experienced in the solution. Accordingly, the successful bidder will be required to assist the MICT SETA to achieve the objectives of this project.

Signed: _____

Name:

Capacity:

Date: / / 2020