



REQUEST FOR INFORMATION

TITLE: RFI/LMS/2019/1

APPOINTMENT OF A SUITABLY QUALIFIED SERVICE PROVIDER FOR THE DESIGN, MAINTENANCE AND SUPPORT OF A COMPREHENSIVE OPEN SOURCE LEARNER MANAGEMENT SYSTEM (LMS) FOR A PERIOD OF THREE (3) YEARS

DATE OF ISSUE: 03 June 2019

CLOSING DATE: 10 June 2019 at 11:00

CONTACT PERSON:

Technical: Jacques Fortuin email; jacquesf@nemisa.co.za

Documentation/ SCM related – scm@nemisa.co.za

RFI Documents are obtainable from 03 June 2019 from the following website:

- **NEMISA website:** <http://www.nemisa.co.za/tenders>
- **Tender e-Portal:** <https://etenders.treasury.gov.za/>

This RFI is an invitation for bidder (s) to submit information for services as set out in the specification contained herein. This RFI must not be interpreted, or relied upon, whether expressly or implicitly, as an offer capable of acceptance by any bidder or creating any form of contractual, promissory or other rights. No binding contract for supply of services will exist between NEMISA and the respondent.

MANDATORY OCUMENTS

REQUIRED DOCUMENTS

- National Treasury Central supplier registration document (CSD)
- Original Valid TAX clearance Certificate of PIN Number issued by SARS
- Valid and Original or Certified B-BBEE Status Level Verification Certificates issued by the following agencies SANAS, IRBA or CCA for companies with a total turnover of R 50 Million and above, and EME's and QSE's can submit affidavit obtainable from Department of Industry (DT) website

CONTACT DETAILS OF THE BIDDER

Company Name: _____

Physical address: _____

Contact person:

Name: _____

Telephone: _____

Mobile: _____

E-mail address: _____

1. Background Information

In her speech during the National Assembly Debate: Transform the Economy to serve the people (February 2019) the Honourable Minister Stella Ndabeni-Abrahams stated that:

“The biggest task facing us as a nation is how to build a capable 4IR Army that is required by the new industries and technologies. At the centre of our response therefore is a massive skills development programme.”

“It is in this regard that NEMISA will be transformed into a key digital skills academy for both public servants and our communities.”

NEMISA is thus responsible for the development of e-literacy capacity in South Africa and will endeavour to make educational courses available to all South Africans, using an online e-content development mechanism in collaboration with its CoLabs (partner Universities and Universities of Technology), Business and Civil organizations.

NEMISA therefore needs a comprehensive Learner Management System (LMS) solution that will be able to address the challenges associated with scalability, maintainability, technology matching, digital integration, control and overall ownership in digitally skilling South Africans.

2. Scope of work

NEMISA hereby invites experienced and reputable service providers to submit proposals for an Open Source NEMISA Learner Management System (LMS). This will be for a period of three (3) years.

NEMISA needs a comprehensive Learner Management System (LMS) solution that will be able to address the challenges associated with scalability, maintainability, technology matching, digital integration, control and overall ownership in digitally skilling South Africans.

The overarching architecture of the comprehensive LMS solution envisioned should be able to deliver an integrated and scalable solution that:

- Will enable students to register / enrol online to a NEMISA database to obtain access to NEMISA virtual learning cloud services in multiple ways, including mobile number, Google ID, email, etc.
- Will be online, web-based and services to be cloud-based
- Will allow the upload of content / training material by the various CoLabs
- Will allow full course registration and management
- Will allow or able to interface with other existing LMS, such as that of IBM, Google, CISCO
- Will allow for monthly analytics as required by NEMISA
- Will have tech support and on-demand support for admin and normal users for uninterrupted service
- Will allow for flexibility, scalability, extendibility and multitenancy for future expansion
- Will have an e-communication module which will be used for sending emails to categorized users and have the ability to report on communication
- Will have a robust multi-media content management system with support for video, audio, pdf, Word, PPT, etc.

- The system should allow / make provision for a payment gateway for the paid courses on the system for future courses
- The e-learning platform should be SCORM compliant: it should have open-ended API to share or exchange data with other 3rd party e-learning systems used by Colabs
- The e-learning platform should be cross-browser compatible, responsive and graphically attractive.

3. Evaluation criteria

A. Technical Evaluation

TECHNICAL EVALUATION CRITERIA			
CRITERIA	SUB-CRITERIA	WEIGHTING / POINTS	
Organisational experience and capacity (in the field of Moodle development, Maintenance, support and Hosting)	Proven track record in Open Source design, LMS development, LMS maintenance, LMS support and hosting to similar size and scope organization (attach three previous case studies, including contact details for reference conducted in both public and private sector) (30 points)	70 points	
	Ability to provide digital services that meet the requirements stated in the scope of work such as (40 Points): <ul style="list-style-type: none"> • LMS hosting • LMS maintenance • Front end development • Backend development • Experience using well-known and widely used open source platforms 		
Capabilities and experience of the proposed team	The bidder must demonstrate experience, qualifications and capabilities of their proposed teams. The proposed team and its leaders must have at least seven (7) years' experience in website development (Attach CV, Profile, and past and current projects	30 points	
Total Points		100	

The proposal will be evaluated into two stages. A minimum of 70 points out of 100 points on technical capability will be the cut-off to qualify for further evaluation. Bidders who scored below points on technical evaluation will not be considered to the final stage (Price and B-BBEE), bidders must score minimum of 70 points out of 100 points and above to qualify for the final stage of evaluation (Price and B-BBEE).

B. Price and B-BBEE

CRITERIA	SUB-CRITERIA	WEIGHTING / POINTS
Price	Detailed budget breakdown	80
B-BBEE	B-BBEE Level Contributor	20
		100

In order to facilitate a transparent selection process that allows an equal opportunity to all bidders. Proposals will be evaluated in terms of the prevailing Supply Chain Management policy applicable to NEMISA and it should be noted that proposals will be assessed using the 80/20 formula (Preference Points System) for Price and B-BBEE as indicated in the PPPFA Regulations of 2017.

4. INSTRUCTIONS TO BIDDERS

4.1. Terms and Conditions

NEMISA reserves the right, under exceptional circumstances, to extend the closing date. All proposals and all subsequent information received from bidders will not be returned. The adjudication process does not represent a commitment on the part of NEMISA to proceed further with that proposal or of any other bidder.

4.2. Changes to this RFI document

NEMISA reserves the right to make changes on this RFI Document. All changes will be communicated to those service providers that have responded to the RFI. No reliance shall be placed on other information or comment from any other person.

4.3. Confidentiality

Any information relating to the submissions, through the process or otherwise shall be treated in strict confidence.

4.4. Other matters

NEMISA reserves the right not to enter any relationship and no correspondence pertaining to submissions will be entered into.

If NEMISA does not accept any proposal, it will declare this RFI call process closed and may then elect to:

- Proceed on a completely different basis; and
- Not appoint any respondent in the event it deems proposals not appropriate.

NEMISA will not accept any responsibility for costs incurred by bidders in preparing and submitting proposals and reserves the right to engage in a process to validate all claims made in the proposal.

NEMISA reserves the right to cancel the award if it is determined that the supplier/service provider recommended for award, has engaged in corrupt or fraudulent activities in competing for the contract in question. For the purposes of this RFI, "fraudulent practice" means a misrepresentation of facts in order to influence a selection process or the execution of a contract to the detriment of the accounting officer/authority, and includes collusive practices among bidders/contractors (prior to or after submission of proposals) designed to establish prices at artificial, non-competitive levels and to deprive the accounting officer/authority of the benefits of free and open competition.

5. PAYMENT STRUCTURE

- NEMISA undertakes to pay in full within thirty (30) days, all valid claims for work done to its satisfaction upon presentation of a substantiated claim/invoice.

- Payments will only be made based on the work completed (milestones/ deliverables) as per the project implementation plan to be agreed at the inception of the project.

6. GENERAL

- It is important to note that the successful bidder will work under the supervision of a NEMISA representative
- representative abide by the Code of Conduct, and other organisational guidelines.
- Complete the SBD 4,6, 8, 9 and Initial every page of attached GCC. Failure to complete and sign the SBD Forms will lead to automatic disqualification from the evaluation process.

7. SUBMISSIONS OF INFORMATION

Respondent shall submit RFI response in accordance with the prescribed manner of submission as specified below,

- Responded to submit one (1) original hard copy, (1) electronic copy (on a single CD/DVD)
- The original must be signed in **Black INK** by authorised employee, agent or representative of the respondent and initialised on each page of the document
- The CD /DVD must be market with responding organisation's name and RFI number in a cover that is also marked with organisation's name and RFI number.
- All other supporting documents for example, appendices, technical specifications, company profile and other support documentations shall be neatly bound as part of the scheduled concerned

Proposals should be submitted on or before the **10 JUNE 2019 @ 11:00** to the following address:

21 Girton Road, Parktown, Johannesburg
3RD Floor -SCM department