REQUEST FOR PROPOSALS:

APPOINTMENT OF SERVICE PROVIDER TO DEVELOP ELECTRONIC KNOWLEDGE & LEARNING HUB FOR THE MERSETA'S DIGITAL ECOSYSTEM AS PART OF THE PSET CLOUD PROGRAMME

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1. BACKGROUND

JET Education Services (JET)[1], in collaboration with the Manufacturing, Engineering and Related Services Sector Education and Training Authority (merSETA)[2], have initiated a programme (PSET CLOUD) that seeks to address the development of an integrated national digital ecosystem that is interoperable and can be used for effective skills planning and provisioning.

The purpose of the overall project is to establish an integrated digital ecosystem that will strengthen, integrate, coordinate and improve efficiencies in the governance and management of the post-school education and training (PSET) system. The main objective of the project is to ensure that data sets are interoperable, well synchronised, and used effectively as sources of information for planning and improving efficiency in the PSET system.

A critical aspect of the programme is to ensure that, as the early adopter of this innovative programme, merSETA's digital ecosystem (i.e., its internal systems and ICT infrastructure) can support the free flow and advantageous use of data available to various institutions and organisations involved in the PSET sector. In so doing it will be able to (i) enhance skills planning and provisioning, and (ii) strengthen, integrate, coordinate and improve efficiencies in the governance and management of post-school education and training. As such the merSETA is assisting in the definition of the PSET CLOUD MVP and readying itself for participation on the PSET CLOUD platform.

In light of this desired end goal, and based on a state of readiness, maturity assessments, as well as gap analyses of merSETA's technology, people, processes, and information, were conducted with reports and recommendations produced in 2018 (Phase 1); the findings of which serve as the priorities for merSETA's Digital Ecosystem Programme over 2020 and 2024 (Phases 2 – 4) with a specific focus on:

- Information & Records Management
- Data Management
- Knowledge Management
- Enterprise Architecture
- Technology

All of the above are underpinned by good governance, optimised business processes and effective change management.

JET, as the implementing partner in the digital ecosystem component of the PSET CLOUD programme, is assisting the merSETA with resource provisioning, procurement, and management of these services.

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[1] JET Education Services (JET) is an independent non-governmental organisation founded in 1992 which works with government, the private sector, international development agencies and education institutions to improve the quality of education and the relationship between education, skills development and the world of work. JET's focus areas in the education sector are: education research and planning; monitoring and evaluation of education and training programmes; school and district improvement; and Technical and Vocational Education and Training (TVET) College improvement and youth livelihoods.

[2] The merSETA is the Manufacturing, Engineering and Related Services Education and Training Authority established to promote the Skills Development Act, (Act 97 of 1998). It facilitates skills development in the following sub sectors: metal, automotive manufacturing, retail motor and component manufacturing, new tyre manufacturing and plastics manufacturing.

2.   OBJECTIVE OF THE ASSIGNMENT

JET and the merSETA require the services of a prospective provider to develop an electronic Knowledge & Learning Hub as part of the Knowledge Management component of the merSETA's Digital Ecosystem Programme(also known as Programme Phetogo).

This Knowledge & Learning Hub will be hosted on the same platform as the merSETA website. It will need to contain the following components:

1. E-library of research conducted within the merSETA with specific categories related to research conducted
2. Knowledge Products that will contain merSETA related information and knowledge for researchers, academia, and policymakers

This information will empower our external stakeholders in the Mer-sector and preserve merSETA's knowledge.

3.   PROJECT/ CONTRACT PERIOD

The contract period for this project will be 8 (eight) months from the date of the last signature

4.   SCOPE OF THE PROJECT

The scope of the project will include **setting up a Knowledge & Learning Hub.** The repository will need to allow access to internal merSETA staff and external stakeholders (the control of access to these items can be dealt with in future guidelines or policy). Currently, this information sits on a shared drive with little to no search functionality making it cumbersome to use and effectively search the previous research summaries.

5.   DELIVERABLES/OUTPUT

The following outputs/deliverables will be expected for the duration of the project contract period:

5.1 Inception report detailing the programme of work to be assessed and implemented against this RFP.

5.2 Project charter with a detailed project plan developed indicating all the timeframes for agreed deliverables.

5.3 Setup a Knowledge & Learning Hub
- Leverage the existing merSETA website (WordPress 5.9.3). Access to the website will be granted.
- Knowledge & Learning Hub to be used to store electronic media (research summaries, official reports, and in most instances electronic documents in either MS Word or PDF format).
- Use to store electronic media such as videos, podcasts, and conference videos.
- Desired capacity of around 500GB, expandable based on need (should be sufficient for the next three years).
- Repository to be cloud-hosted, good to have different permission or access levels (internal staff and external stakeholders), possible integration into current intranet (SharePoint).
- Must have comprehensive search functionality (search document text, meta-tags, keywords, titles, etc.).

5.4 Implementation plan with final handover instructions
- Based on feedback received the provider will need to prepare an implementation plan with final handover instructions. This needs to include all passwords and required documentation for future use.
- Provide any SOPs or guidelines on how to manage the site, administrative access instructions, archival of posts, etc.
- All tools and technologies procured during the duration of the agreement will be handed over to the merSETA.

5.5 Training, Maintenance, and Support
- The provider to provide the necessary training on the creation of new items for the repository, deletion of items, and maintenance of the repository.
- The provider to cater for training and post-implementation maintenance and support.
- Maintenance documentation to be developed by service provided during the duration of the agreement, the documentation shall contain but not limited to, site patch management, plugin maintenance, update schedule etc.
- Ongoing technical support for at least 1 month after the site has been launched

6.   SUBMISSION REQUIRMENTS

6.1.   Bidder must have three (3) years of experience in providing and supporting projects of this nature. Failure to meet this requirement will result in disqualification.

6.2.   A technical proposal per scope outlined in this RFP, and which clearly outlines how this assignment will be carried out. This includes a high-level project plan clearly indicating deliverables and project duration, the overall resources needed (such as hardware, software, facilities, materials, and personnel), any site-specific implementation requirements, transfer of skills, project close-out, and reporting.

6.3.   Any additional service offering relevant to the scope of work.

6.4.   An organogram of the project structure clearly positioning the various members of the proposed team

6.5.   The response must indicate the project team consisting of at least a suitably qualified and experienced project lead. The following should be provided:
- Detailed CVs of the team leader and members
- Evidence that the proposed team are certified current members of the relevant professional bodies and have the relevant experience and qualifications issued by professional bodies.

6.6.   Company profile that includes:
- A detailed list of completed contracts/projects with references for similar work undertaken. The list of references must highlight the name of the company, description of contract, date of contract, contact persons, and contact details.
- Three (3) written, signed, and verifiable letters of reference not older than 3 years where work and or services of similar nature were undertaken.
  <u>NOTE:</u> JET/MERSETA reserves the right to contact any number of the references provided by the bidder.

6.7.   Proof of registration on the Central Supplier Database hosted by the National Treasury

6.8.   Valid Tax Clearance Certificate

6.9.   A certified copy of a valid B-BBEE certificate or affidavit

6.10.   Audited Financial Statements for the previous 3 years.

6.11.   Bidders to indicate if there will be any subcontracting and clearly indicate what work is to be subcontracted and what percentage (%) of the budget will be sub-contracted.

6.12.   In instances of a joint venture /consortium, the Joint Venture Certificate must be submitted

NOTE: Failure to comply with submission requirements disqualifies the submission.

7. EVALUATION CRITERIA

7.1. Stage 1: Compliance with minimum requirements

All bidders will be examined to determine compliance with the request for proposal requirements and conditions as stated in section 10. Non-compliant bidders will be eliminated for further evaluation.

7.2. Stage 2: Evaluation on functionality

The evaluation will be conducted by an evaluation panel who will evaluate all proposals independently in terms of the evaluation criteria for functionality which will be made up of 80 points as follows.

FUNCTIONALITY	MAX POINTS
1. Company years of experience in the development of an Electronic Knowledge & Learning Hub and track record	**20**
Service Provider Experience in doing similar jobs: 5 • 8 yrs. and above = 5 • 5 – 7 yrs. = 3 • 3 – 4 yrs. = 1 Contactable references backed by **relevant Reference Letters**: 15 • Three (3) reference = 15 • Two (2) reference = 10 • Two (1) reference = 5	
2. Methodology / Approach	**20**
• Understanding of the Terms of Reference: 5 • Overall Quality of the Methodology/Approach to accomplish the tasks in accordance with this ToR: 15	
3. Team Composition	**15**
Diverse team with of Blacks, Females and Youth • Minimum of one each of Blacks, Females and Youth = 15 • Partially diverse team two of either Blacks, Females or Youth = 10 • Partially diverse team one of either Blacks, Females or Youth = 5	
4. Team members experience	**45**
An organogram and CVs showing Qualifications for Team Lead: 15 • 8 yrs. and above = 15 • 5 - 7yrs. = 10 • 3 -4 yrs. = 5 • 2 yrs. and below = 2 An organogram and CVs showing Qualifications of Project Manager Consulting Experience: 15 • 8 yrs. and above = 15 • 5 – 7 yrs. = 10 • 3 – 4 yrs. = 5 • 2 yrs. and below = 2 An organogram and CVs showing Qualifications of Development Team Consulting Experience: 15 • 8 yrs. plus - 15 • 5 – 7 yrs. plus = 10 • 3 – 4 yrs. = 5	

FUNCTIONALITY	MAX POINTS
• 2 yrs. and below = 2	
TOTAL FOR FUNCTIONALITY	**100**

All bidders who score less than 65% (which is 65 points) on functionality will not be considered further and will be regarded as having submitted a non-responsive bid and will be disqualified.

8. IMPORTANT DATES

In the interests of efficiency and procedural fairness to all proposers, the following timelines will be strictly adhered to:

Date	Activity
10 June 2022	RFQ advertised and distributed
22 June 2022	Deadline for clarificatory questions from potential bidders
30 June 2022	Bid submission deadline 18h00 via email.
By 15 July 2022	Shortlisted providers may be engaged further to present to the panel on identified questions
By 31 July 2022	Final selection of service provider, with appointment letter sent
1 Oct 2022	Anticipated Inception and start of delivery of services commence

Submission details
- All queries should be directed to Carla Pereira and must be submitted via email to carla@jet.org.za. Responses will be provided via email.
- Proposals should be submitted to tenders@jet.org.za.