

**Non- Compulsory Briefing Session  
W&RSETA Head Office  
Career Development Platform and IT Integrated Systems**



## BID DETAILS

<b>Bid Name</b>	Career Development Platform and IT Integrated Systems
<b>Bid Reference Number</b>	WRSCM-2021/2022- 0031
<b>Closing Date</b>	02 February 2022
<b>Closing Time</b>	11:00am
<b>Submission Details</b>	The Manager: Supply Chain Management Riverside Office Park 1303 Heuvel and Lenchen South Avenue Hennops House Centurion

## TERMS AND CONDITIONS FOR BIDDING

### 1. BID SUBMISSION

- Bids must be delivered by the stipulated time and address
- Late bid will not be accepted
- Bids must be in the official forms, please do not re-type
- Compliant, Technical and Price Proposal i.e. one submission only

Note: Only hard copy of the proposal will be accepted.

- This bid is subject to the Preferential Procurement Policy Framework Act and the Referential Procurement Regulations, 2017, the General Conditions of Contract and if applicable any other Special Conditions of Contract.

### 2. TAX COMPLIANCE REQUIREMENTS

- Bidders must ensure compliance with their Tax obligations

## TERMS AND CONDITIONS FOR BIDDING

### 3. BID PROCESS

- Administration Compliant
- Technical Evaluation
- Price and Preference Evaluation
- Presentation
- Award
- Contracting
- Notification of Award
- Implementation

## OBJECTIVE OF THE BID

The objective of this bid is to appoint a service provider with an ability to develop, implement, support, and administer an online integrated portal for the W&RSETA that will provide the following capabilities and functionalities:

- Online Research Hub Portal
- Online Career Guidance Hub Portal
- Monitoring and evaluation metrics and dashboard (M&E)
- Quality Management Hub Portal
- Modernization of W&RSETA Website

## SCOPE OF SERVICES

The successful bidder will be required to

- Develop
- Implement
- support, and administer
- Additional development

the solution that will provide the features, capabilities, and functionalities as per the requirements for the following :

- **Online Research Hub**
- **Online Career Guidance system**
- **Monitoring and evaluation system**
- **Quality Management system**
- **Modernization of W&RSETA Website**

## Online Research Hub

The primary objective of the Research Hub would be

- to improve the dissemination of research findings and recommendations,
- ensure accessibility of the research reports,
- contribute to improved processes for the update of the research agenda, and
- improve communication between W&RSETA and stakeholders on research and skills planning matters.

## Online Career Guidance system

- To align the Career Guidance platform to the life stage Career Guidance model as per the 5-year Career Guidance strategy
- Platform to provide self-exploration assessment tools to the target audience in line with the scarce and critical skills
- Publish planned events of the W&RSETA Career Guidance
- Publish opportunities that learners can access i.e. internships, learnerships, bursaries etc.



## Monitoring and evaluation system

Monitoring and Evaluation is an approach that has been developed to measure and assess the successes, limitations, impact and performances of W&R SETA projects and programs of the entire organizations. The M&E system will need to refer to all the target indicators, the tools and the processes that will use to assess, measure and manage performance, for the right improvements to be made and to improve on planning for the foreseeable future.

The Monitoring and Evaluation system will mainly be internally facing allowing the internal staff to be able to record and monitor the organization's performance with respect to the following:

- The Strategic Plan (SP),
- The Annual Performance Plan (APP) – All Programmes,
- W&R SETA Special Projects,
- Organisational and Provincial Operational plans, and
- Organisation's performance against the SLA with DHET.

## Quality Management system

- The W&RSETA has a number of policies, procedures, templates and related documentation needing to be housed, managed, routed and approved via a single solution
- e-QMS solution for automation and increased efficiency
- The solution will permeate all business units and departments, will have various layers of documentation and user access rights/responsibilities on system
- Storage module for W&RSETA Policies, Procedures, Templates and related documentation – easily accessed by internal and external users (access rights should be inherent within the system)
- Authoring, review and approval module (with automated document version control, routing, notifications (various), review date notifications, approvals, comments etc. all made on single system)
- Training mechanism for users (digital badges or similar for training on parts in QMS)
- Non-conformance module (storing, reporting and closing of non-conformances)
- Quality audit module (Planning, conducting and capturing audit(s) against documentation in the QMS)

## Modernization of W&RSETA Website

- The primary objective of this initiative will be to modernise and improve the current W&RSETA Website to conform to the latest trends.
- The above-mentioned initiatives need to be incorporated into the website to provide our stakeholders with a responsive experience and consistent look and feel.

## General Requirements

The proposed solutions must meet the following general requirements:

- Centralised system(s) having the same look and feel.
- Security (Confidentiality, integrity, and availability of data) is of utmost importance. The solution must be designed in such a manner that the W&RSETA internal systems will not be accessed external stakeholders. Only authorized stakeholders should make use of the system as the system will be wholly owned by the W&RSETA.
- **The solution must be accessible from various software platforms i.e.**
  - Microsoft Windows Platform
  - Apple Platform
  - Android Platform
  - And from various devices i.e., desktop, laptop, and android or smartphones.
- Role based access control.
- The solution must adhere and comply with current legislation and regulations, and specifically the POPI Act.

- Should integrate/augment and/or be built with current technologies within the W&RSETA.
- **It is accessible to both internal and external parties.**
- Should be a centralised secure platform for dissemination of information and tools to service our stakeholders.
- Provide a tracking mechanism to monitor stakeholder engagements and participation on content.
- Provide management information and customisable reporting (Measure, report and evaluation) to improve on service delivery to all parties.
- Provide the ability to allow stakeholders to interact with W&R SETA by way of comments, recommendations, and feedback for the different modules.
- It is expected the solution be developed, implemented on, and hosted at W&RSETA data facility.

- Documentation for all aspects of the systems must be provided. This will include but not limited to
  - System Architecture diagrams
  - Standard Operating procedures
  - Training materials
  - Process flows and responsibilities
  - Setup and configuration
  
- Training must be provided to all staff and technical members
- Ongoing Support and administration to be provided for the duration of the contract
- Coordinate the customization of system to W&RSETA; and
- Conduct training with internal staff operating the system (system administrators) on system functionality to further manage system.
- Project Management services to manage the on-time delivery of the various initiatives per an approved project plan.
- Transfer of skills must be done

## Information Technology - In place Systems and Technologies

- Microsoft Servers 2016
- Windows 10
- Internet Information Server (The current website is hosted within this technology)
- MS SQL Server
- Microsoft 365 which includes the following : SharePoint, Power apps, Power Flow, OneDrive, Microsoft Teams, Microsoft Power BI, Drupal
- Bespoke applications built on and with : Net Framework, Java, C#, aspx
- Microsoft Active Directory Services include DNS and DHCP
- Servers are hosted in a private cloud at a service provider
- SDWAN network infrastructure connecting all offices to a service provider
- Internet Breakout managed by a service provider

## Information Technology - IT Enterprise Principles

To provide the W&RSETA with an effective, efficient, and fit for purpose solution to the problem it is important to note the following guiding Enterprise principles.

- **Outsourced where feasible:** The W&RSETA IT department is not structured to support and maintain various solutions and products.
- **Buy before build:** Meaning off the shelf products with minimal modifications
- **Use what we have:** Using current technologies to prevent duplication of capabilities
- **Keep it simple:** Solutions should be fit for purpose and easy to use, support and maintain. Keep the number of solutions and products to a minimum to limit complexity
- **Automate:** Automate as much as possible to achieve efficiencies within our processes
- **Secure access:** Protection of access to systems, information and data as required by Law and regulations
- **Sustainability:** Solutions must be future proofed by using established technologies.



## Timeframes

The W&R Seta requires the solution to be partly implemented within this financial year (2021/2022) to meet our obligations to our stakeholders and fully implemented by close of the financial year (2022/2023). An Agile approach methodology must be followed to deliver features and capabilities according to priorities (impact and urgency) as set by WRSETA, and not a big bang approach. It is therefore required that a high-level example project plan be provided in the template provided (**See Annexure A**).

The project plan must include at least the following areas:

- **Target Business Process design**
- Development
- Testing
- Training
- Implementation
- Post-implementation support
- **The Online Career Guidance Hub Portal (or part thereof) must be implemented first**

## Support, Maintenance, and additional development

- The Service Provider shall make a helpdesk available to the Customer
- The Service Provider shall provide the Support and Maintenance Services in accordance with Schedule 1 (Maintenance SLA) and Schedule 2 (Support SLA).
- From time to time during the Term, the parties may agree that the Service Provider shall provide Additional Development Services.
- The following matters (at least) relating to any Additional Development Services must be agreed before the Service Provider begins the provision of those Additional Development Services:
  - (a) The scope of the Additional Development.
  - (b) Services and the specification of the Additional Works.
  - (c) The timetable for the provision to the Additional Development Services.
  - (d) The Customer's specific obligations in relation to the Additional Development Services.
  - (e) What (if any) acceptance procedure will apply to the Additional Works.
  - (f) How the Intellectual Property Rights in the Additional Works will be assigned and/or licensed.
  - (g) What warranties the Developer will give to the Customer in relation to the Additional Works and
  - (h) The amount or calculation of the Charges payable in respect of the Additional Development Services.

Mandatory Requirements		
Mandatory Submission Requirements	Bidder must fully complete the Prescribed Standard Bidding Documentation	
	Bidder must be registered on Central Supplier Database (CSD) or must submit proof of registration	
	Bidder must submit one (1) hard copy of the Compliant, Technical and Price Proposal.	
	Annexure A- Bidder must fully complete the Annexure A	
	<b>Note: Failure to complete the SBD documentation and non-adherence to the Mandatory Requirements will render your bid as non-responsive. Submission Requirements: The Technical Threshold for this bid is 80%. Bidders who do not meet the minimum technical threshold will not be evaluated on price.</b>	
Technical Evaluation	Points	
1	Capacity to deliver	10.00
2	Methodology and Approach	10.00
3	Implementation Plan	5.00
4	Experience and Expertise	10.00
5	References	5.00
6	General Requirements	8.00
7	Online Research Hub	8.00
8	Online Career Guidance	10.00
9	Monitoring and evaluation	10.00
10	Quality Management system	8.00
11	Support and Maintenance	8.00
12	Modernisation of Website	8.00
<b>Total Score</b>		<b>100.00</b>

*Questions?*

*Thank you!*