

Non- Compulsory Briefing Session W&RSETA Head Office 20 January 2022

training, educating & developing the skills
workforce



BID DETAILS

Bid Name	Online Stakeholder Engagement System
Bid Reference Number	WRSCM-2021/2022-0032
Closing Date	08 February 2022
Closing Time	11:00am
Submission Details	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 (one copy submission only)

Note: Only hard copy 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 provide, implement, support, and administer an Online Stakeholder Engagement System that will provide capabilities and functionalities to improve the W&RSETA stakeholder services.

SCOPE OF SERVICES

The successful bidder will be required to provide, implement, support, and administer the Online Stakeholder Engagement System that will provide the features, capabilities, and functionalities as per the minimum requirements listed in the Terms of Reference

Online Stakeholder Query System

- The W&RSETA deals with a myriad of stakeholders, ranging from learners, providers, employers, partners, practitioners to quality councils and other bodies.
- This results in numerous types of queries, complaints and other incoming customer related data and information, emanating from these daily business activities.
- The number of queries coupled with the manual handling of such presents a risk that stakeholder queries are not being managed, tracked, recorded, and routed in a systematic/standardized manner.
- This may impact the number of unresolved, misrouted, or un-responded to queries, leading stakeholders needing to explore alternative means to lodge these queries resulting in stakeholder frustrations and reputational damage to W&RSETA, if not resolved and closed within a timeous and standardized manner

Online Stakeholder Query System - High-level requirements

Features and capabilities

- Ability for stakeholders to log into system to log queries, complaints, or requests for information.
- The system should allocate each query with a unique reference number (ticket number) and route queries based on its nature to the relevant unit/manager/region for response.
- Queries must be tracked on system with strict lead times built into algorithm, queries not responded to within timeframes should automatically be escalated to the relevant .manager of the unit/region/department by the system.
- The system must have provision for queries to be closed on the system, communicated to stakeholders (feedback loop) and stored for future reference.
- Functionality for the generation of Management Reports from the system (Example: Number of queries lodged versus those closed or number of queries per department etc.).
- Automated routing to the correct Business unit with limited user intervention.
- The system must provide different ways to interact with stakeholders from a Marketing and communication perspective.
- Chatbot functionality for routine queries or FAQ's.
- Inbound capabilities which will include voice routing, voice mail, call back, incident ticketing, social media feeds and routing capabilities.
- The system must provide for a self-service capability through the incorporation of Chatbots and virtual agents amongst others.
- An audit trail of logged queries, complaints, or requests for information.
- Centralised system having the same look and feel as current W&RSETA Hub Portals

Online Stakeholder Query System - High-level requirements

Standard layout requirements:

- Login and Registration
- Logging of a ticket (query, request, issue etc.)
- Search
- Management Information and reports
- Announcements

Online Stakeholder Query System - 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.

Online Stakeholder Query System - General requirements

- 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.
- 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.

Support, Maintenance

- **Support and Maintenance**
- The Service Provider shall make available to the Customer a helpdesk.
- The Service Provider shall ensure that the helpdesk is accessible by telephone, email and using the Developer's web-based ticketing system.
- The Service Provider shall ensure that the helpdesk is operational and adequately staffed during Business Hours.
- The Service Provider shall ensure that its response to a request for Support, Maintenance and/or additional development shall include an acknowledgement of receipt and a ticket number.
- The Service Provider shall provide the Support and Maintenance Services in accordance with Schedule 1 (Maintenance SLA) and Schedule 2 (Support SLA).
- The Service Provider warrants to the Customer that the application of Updates to the Software by the Service Provider will not introduce any Software Defects into the system(s).

Additional Development

- The following items for additional requests must be agreed upon between the parties, before work can commence:
- The scope of the Additional work.
- Services and the specification of the Additional work.
- The timetable for the provision to the Additional work.
- The Customer's specific obligations in relation to the Additional work.
- What (if any) acceptance procedure will apply to the Additional work.
- How the Intellectual Property Rights in the Additional work will be assigned and/or licensed.
- What warranties the Developer will give to the Customer in relation to the Additional development and
- The amount or calculation of the Charges payable in respect of the Additional development.

Current IT Technologies

The W&RSETA predominately uses Microsoft products and can be classified as a Microsoft site.

The current technologies in use are as follows:

- Microsoft Servers 2016
- Windows 10
- Internet Information Server
- MS SQL Server
- Microsoft 365 A3 (will be upgraded to A5 within the next few months) subscription which includes the following:
 - Sharepoint
 - Power apps
 - Power Flow
 - OneDrive
 - Microsoft Teams
 - Microsoft Power BI (Free licenses)
- Bespoke applications built on and with
 - Net Framework
 - Java
 - C#
 - aspx
- Microsoft Active Directory Services include DNS and DHCP
- Servers are hosted in a public cloud at a service provider
- SDWAN network infrastructure connecting all offices to a service provider
- Internet Breakout managed by a service provider

Mandatory Requirements

Evaluation Criteria	Requirements:
Mandatory Submission Requirements	Bidder must fully complete the Prescribed Standard Bidding Documentation (SBD)
	Bidder must be registered on Central Supplier Database (CSD) and 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. Technical Evaluation requirements are detailed in Annexure A

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.

Technical Evaluation		Points
1	Experience	10.00
2	Expertise	10.00
3	Methodology and Approach	10.00
4	Implementation Plan	5.00
5	References	5.00
6	General Requirements	30.00
7	Online Stakeholder Engagement System	30.00
Total Score		100.00

Questions?

Thank you!