
Request for Proposal (RFP): Provision of Information and Communications Technology Services

SEPTEMBER 2024

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**REQUEST FOR PROPOSAL (RFP):
PROVISION OF EXAMINATION LEARNER MANAGEMENT SYSTEM**

1. DETAILS OF THE RFP

RFP NO	RFP20200401
RFP FOR	Provision of Examination Learner Management System
SUBMISSION DEADLINE	30 September 2024
RFP SUBMISSION DATE	This RFP should be submitted to hayley@iisa.co.za before the submission deadline.

2. BACKGROUND INFORMATION

The Insurance Institute of South Africa (IISA) is a nonprofit professional body approved by the South African Qualification Authority (SAQA) to award professional designations in the insurance industry. Our objective is to advance and promote the pre-eminence of insurance professionals while acting in the interest of the insurance society.

3. PURPOSE

- 3.1** The purpose of this Request for Proposal (RFP) is to appoint a suitable service provider to provide an On-line Digital Examination Management System (EMS) / Learner Management System (LMS) to IISA, for a period of 3 years.

4. OBJECTIVE/ SCOPE OF WORK

- 4.1** The EMS/LMS company will provide IISA with online examination and question bank system. The system should allow for electronic setting of exam papers and submissions back as well as the marking of exams both electronically and by remote logins. The Question Bank will be able to generate and rotate questions when setting exam papers. The question management module will make use of complex algorithms which ensure that correct questions are allocated to correct exams and that no questions are repeated per exam or subsequent exams.
- 4.2** The EMS/LMS company will coordinate information needs and technical support requirements of IISA. The firm will provide technical support for IISA users of the of the online System.

5. EXPECTED DELIVERABLES

- 5.1 The EMS/LMS Company should ensure that the IISA has a:**
- a. Properly functioning, secure and efficient EMS/LMS.
 - b. Fully installed and compatible to our computer systems and network.
 - c. Always ensure good working condition of the systems.
 - d. Staff to be trained on the EMS/LMS Technology & any advancements.
 - e. Comprehensive handover with clear recommendations for any further/future improvements.
 - f. Satisfactory user support (Offsite and Desktop).

- g. Develop a full online solution that will automatically score multiple choice type questions, thereby only requiring markers to log on and evaluate and mark essay style questions.
- h. The EMS/LMS system must have the ability for IISA administration staff to have total system access, oversight and management with ability to generate reports. Abilities include adding, modifying or removing other users including institutions, examiners, external markers, moderators and students.
- i. IISA operational administration to have the ability to oversee and manage the process of student exam verification, external market and moderator allocation. Results verification and release of results. Creating individual or bulk exam papers.
- j. Institution to go online and register students and uploading of exams to each student profile.
- k. User accounts for students to have online access to exams, results and to download and print. This includes historical data of students.
- l. Examiners can log in and add, update or delete exam questions from the question bank. Access can be universal or designated to specific categories of particular courses or, curriculums.
- m. External markers to have the ability to access student exams for marking purposes, log in, mark and upload results.
- n. Moderators' ability to access student exams for moderation purposes, log in, download exam, moderate and upload results.

5.2 The LMS Company's main tasks and responsibilities:

- a. Ensure secure management of exams before, after and during the examination process and of all computerized data, information, files and documents
- b. Ensure reliability, working with LMS to make sure that the services are working well and properly managed.

- c. Eliminate the necessity of manual paper creation by drawing random questions from the online question bank when initiating the exams, as well as rewrites by creating a full online solution.
- d. Train staff on the use of EMS/LMS system and implementation of the electronic exam system.
- e. Troubleshoot and monitor system problems: Follow up with staff for corrective measures.
- f. Develop and implement EMS/LMS policy, strategy and disaster recovery plan.
- g. Administration of Virus detection, removal and prevention from the EMS/LMS system. Ensure periodic anti-virus update, anti-virus protection and other required software for the information system.
- h. Provide specs for purchase of new EMS/LMS system at best prices.
- a. Provide ongoing support remotely, telephonically or if necessary, at site.

6. PROPOSAL REQUIREMENTS

6.1 No Conflict of Interest

- i. The successful service provider must not have a real or apparent conflict of interest regarding its ability to provide its service to IISA.
- ii. The service provider must disclose to IISA the names of any parties which it believes are, or may be, a real or apparent conflict.

6.2 Executive Summary

- iii. The service provider shall provide an executive summary with its proposal in addition to the minimum requirements/expectations as outlined. The executive

summary shall briefly summarise the key aspects of the proposal and the primary contact person for the prospective service provider.

6.3 The RFP submissions should:

- iv. Introduce the EMS/LMS company and team, including the capability of the company and team;
- v. Provide a description of the service providers history and experience, especially as it relates to organisations similar to IISA;
- vi. Description of service providers abilities related to audit services. Clearly outline if any services will be outsourced;
- vii. Identify the person(s) who would be involved in the project, their proposed role on the project, and their experience and qualifications to fulfil that role. Clearly outline if personnel that will be outsourced;
- viii. The CV of the lead consultant; and
- iv. A cost quotation that has all-inclusive costs (Vat inclusive).

7. SUBMISSION MINIMUM REQUIREMENTS

7.1 The Service Provider must supply IISA with the following documentation, failing which the proposal shall be automatically disqualified:

- v. Certification of Registration;
- vi. Valid SARS Tax Clearance Certificate;
- vii. Declaration Form to be attached;
- viii. BBBEE Rating Certificate & Company ownership status; and
- ix. Organisational chart for your Company.

7.2 References

The prospective service provider must further supply IISA at most with two (2) contactable references where the bidder has delivered the similar services by simply stating the following:

- Name of client.
- Position.
- Contact telephone numbers.
- Work performed.
- Dates when work performed.

Failure to provide the above may result to the automatic disqualification of the proposal based on non-responsiveness.

8. CONTRACT DURATION

8.1 The contract shall be awarded to the successful service provider shall directly report to the Executive Manage: Finance and Operations.

9. EXPERTISE AND CAPACITY

9.1 Legally registered organisation with requisite professional experience and knowledge of Network technologies including Microsoft Windows, Excel, viral protection systems, EMS/LMS operating systems.

9.2 Knowledge of Ability to perform a variety of standard specialized and non-specialized tasks and work processes that are fully documented, researched, recorded and reported.

9.3 Manage work of a confidential nature and handle large volumes of work

9.4 Should possess experience of client support, such as, a Help Desk or User Support Unit

9.5 The firm shall have local presence, on the ground to handle emerging issues.

The firm must have IT support personnel with the following qualifications:

- 9.6** The Lead-Consultant (from the ICT Company) should possess an advanced degree in Information Technology or Computer Sciences, Engineering or any other related fields.
- 9.7** At least 5 years' experience in trouble shooting, networking, hardware and software maintenance
- 9.8** Good command of English, both written and spoken
- 9.9** Able to work under challenging circumstances with minimum supervision

9.10 General Pricing Fee

- 9.10.1** The applicant must provide a clear and unambiguous price schedule (quotation).
- 9.10.2** All disbursements and related costs shall be provided separately, if any, and may be negotiated during the project implementation period.
- 9.10.3** Note that the price must be fixed and will not be subjected to change based on foreign exchange fluctuations.

9.11 Delivery

Electronic submissions to Hayley@iisa.co.za

10. CONDITIONS FOR SHORT LISTING

All proposals shall be subjected to the preliminary evaluation process. Applicants who do not meet the minimum requirements (item 5) set by this RFP shall automatically be disqualified and shall not be evaluated.

- 10.2** Service providers are required to submit all documents specified on item 5.1 of this RFP, otherwise failure to submit all documents shall constitute disqualification.

11. B-BBEE

11.1 Consideration shall be given to a level 3 and lower BBBEE service provider.

12. CLOSING DATE AND TIME

12.1 Submissions should be hand delivered by email on 30 September 2024 at hayley@iisa.co.za by 12:00pm.

12.2 All correspondences shall be done by e-mail hayley@iisa.co.za and no telephonic correspondences shall be done before and after the closing of application. Applicants may be informed in writing of the outcome of the bid adjudication process.

13. DISCLAIMER

13.1 IISA reserves the right not to appoint a service provider, to accept and/or award the whole or any portion of the services required and is also not obliged to provide reasons for the rejection.

13.2 IISA will not incur any liability to applicants for such cancellation and rejection.