

REQUEST FOR INFORMATION: ECIC ONLINE LEARNING PROGRAMME

Terms of Reference



REQUEST FOR INFORMATION (RFI)

RFI: ECIC02I-2022/23

ECIC ONLINE LEARNING PROGRAMME

CLOSING DATE: 27 July 2022

TIME: 11H00 (SAST, OBTAINABLE BY DIALLING TELKOM ON 1026)

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A. INTRODUCTION

1. Introduction

- 1.1 The Export Credit Insurance Corporation of South Africa (SOC) Limited (ECIC or Corporation)¹ is a self-sustained state-owned entity listed under Schedule 3B of the Public Finance Management Act 1 of 1999 (as amended) and established in terms of the Export Credit and Foreign Investments Insurance Act 78 of 1957 (as amended).
- 1.2 The mandate of ECIC is to facilitate and encourage South African export trade, by underwriting export credit loans and investments outside the country, to enable South African contractors to win capital goods and services contracts in countries outside South Africa. ECIC is a registered Financial Service Provider and is regulated by the Financial Sector Conduct Authority and Prudential Authority (FSP No: 30656). Currently exempted in terms of FAIS Notice 78 of 2019.
- 1.3 ECIC operates from offices at Block C7 Eco Origins Office Park, 349 Witch Hazel Avenue, Highveld Ext 79, Centurion, 0157, South Africa.

2. Purpose

- 2.1 The purpose of this Request for Information is an information gathering and market-testing exercise, intended only to inform and assist the ECIC for further deliberation, budgeting and development of an optimal procurement strategy.
- 2.2 Potential suppliers who do not respond to this RFI will not be precluded from bidding in future open bid(s) issued by ECIC. Information provided in this RFI is for industry research only and will not be used to any respondent's advantage or disadvantage in future open tenders.

3. Enquiries

- 3.1 All enquiries regarding this RFI must be sent in writing to the Head of Procurement on/or before **22 July 2022** to the following email address:
procurement@ecic.co.za
- 3.2 All questions must reference specific paragraph numbers, where applicable.
- 3.3 ECIC will not entertain any enquiries regarding this bid sent to any other email address or received through any other means, except as instructed in paragraph 3.1.
- 3.4 All enquiries received by ECIC will consolidated and responded in one response, which will be published on the website of ECIC (www.ecic.co.za), next to the respective bid within three working days from the last day of enquiries.

¹ Further information on the ECIC can be found at www.ecic.co.za

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4. Submission of the proposals

- 4.1 Responses must be clearly marked for ease of reference.
- 4.2 All responses must be submitted on PDF format on/or before the closing date and time to the following email address:
procurement@ecic.co.za

5. Right of cancellation

- 5.1 ECIC reserves the right to discontinue the tender procedure at any stage and not continue with a Request for Proposal (RFP), Request for Bid (RFB) or Request for Quotation (RFQ). Responding to this RFI does not mean that the vendor will be requested to submit a formal RFP or RFB or RFQ.

6. Confidentiality

- 6.1 Any information relating to the submissions, through the process or otherwise shall be treated in strict confidence. In submitting a response, the responder agrees that it shall not be entitled to any information disclosed by another respondent to ECIC, which ECIC has determined to be of a confidential nature. The content and details of the evaluation of submissions will remain confidential to ECIC.

7. Protection of personal information

- 7.1 ECIC recognises that when the Bidder submit its proposal in response to this Request for Quotations, it will provide personal information, which ECIC will process for the sole purpose of evaluating the Bidder's proposal. By submitting its proposal in responding to this Request for Quotations, the Bidder hereby provide its consent to the processing of its Personal Information by ECIC.
- 7.2 The following terms shall have the meaning ascribed to them:
 - 7.2.1 **"Personal Information"** shall bear the same meaning as ascribed to it under POPI;
 - 7.2.2 **"POPI"** means Protection of Personal Information Act, No. 4 of 2013;
 - 7.2.3 **"Responsible Party"** shall bear the same meaning as ascribed to it under POPI; and
 - 7.2.4 **"bid"** means this Request for Quotations.
- 7.3 ECIC as the Responsible Party undertakes to:
 - 7.3.1 comply with the provisions of POPI as well as all applicable legislation as amended or substituted from time to time;

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- 7.3.2 treat all Personal Information strictly as defined within the parameters of POPI;
 - 7.3.3 process Personal Information only in accordance with the consent it was obtained for, for the purpose agreed, as permitted by law;
 - 7.3.4 secure the integrity and confidentiality of any Personal Information in its possession or under its control by taking appropriate, reasonable technical and organisational measures to prevent loss, damage, unauthorised destruction, access, use, disclosure or any other unlawful processing of Personal Information;
 - 7.3.5 not transfer any Personal Information to any third party in a foreign country unless such transfer complies with the relevant provisions of POPI regarding transborder information flows; and
 - 7.3.6 not retain any Personal Information for longer than is necessary for achieving the purpose in terms of bid or in fulfilment of any other lawful requirement.
- 7.4 ECIC will ensure that all reasonable measures are taken to:
- 7.4.1 identify reasonably foreseeable internal and external risks to the Personal Information in its possession or under its control;
 - 7.4.2 establish and maintain appropriate security safeguards against the identified risks;
 - 7.4.3 regularly verify that the security safeguards are effectively implemented;
 - 7.4.4 ensure that the security safeguards are continually updated in response to new risks or deficiencies in previously implemented safeguards;
 - 7.4.5 provide immediate notification to the Bidder if a breach in information security or any other applicable security safeguard occurs; provide immediate notification to the Bidder where there are reasonable grounds to believe that the Personal Information has been accessed or acquired by any unauthorised person;
 - 7.4.6 remedy any breach of a security safeguard in the shortest reasonable time and provide the Bidder with the details of the breach and, if applicable, the reasonable measures implemented to address the security safeguard breach;
 - 7.4.7 provide immediate notification to the Bidder where the Bidder has, or reasonably suspects that, Personal Information has been processed outside of the purpose agreed to or consented to;

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- 7.4.8 provide the Bidder, upon request, with all information of any nature whatsoever relating to the processing of the Personal Information for the purpose of the bid and any applicable law; and
 - 7.4.9 notify the Bidder, if lawful, of receipt of any request for access to Personal Information, in its possession and relating to the Bidder.
- 7.5 The Bidder has the right to inspect the Personal Information processing operations, as well as the technical and organisational information security measures employed by the ECIC to ensure compliance with the provisions of this paragraph 7.

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B. BID RULES

8. Completeness

- 8.1 Bidders must check number of pages submitted and ensure that there are no missing pages or information. ECIC shall not accept any liability for any missing pages or information.

9. Costs

- 9.1 ECIC shall in no manner be responsible for any costs incurred by the bidder in preparation and submission of response in relation to this bid. The cost for stipend will be covered by ECIC therefore costing for this submission should exclude stipend.

10. Ownership of Proposals

- 10.1 All proposals in response to this bid, whether successful or unsuccessful, will become the property of ECIC.

11. Change in Scope

- 11.1 ECIC reserves the right to change the scope and extent of supply of the goods and/or services requested in this bid and invite the re-submission of such tender on or before the closing date, without necessitating a new tender.

12. Form of tender

- 12.1 Tender documents must be completed by the tenderer in non-erasable, legible and ²visible ink.
- 12.2 Where the space provided in the bid document is insufficient, separate schedules may be drawn up in accordance with the prescribed formats. These schedules must be bound with a suitable contents page and submitted with the tender documents.

13. Signing of tender

- 13.1 The tender must be signed by a person who is duly authorised to do so.

14. Jurisdiction

- 14.1 This bid and subsequent contract or order is governed by the laws of the Republic of South Africa.

15. Language

- 15.1 The tender documents are drafted in English and any contract, which originates from the acceptance of the tender, will be interpreted and construed in English.
- 15.2 All proposals must be submitted in English language.

² Visible to human eye.

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16. Gender

- 16.1 Any word implying any gender shall be interpreted to imply all other genders.

17. Headings

- 17.1 Headings are incorporated into this proposal and submitted in response thereto, for ease of reference only and shall not form part thereof for any purpose of interpretation or for any other purpose.

18. Confidentiality

- 18.1 Any information relating to the submissions, through the process or otherwise shall be treated in strict confidence. In submitting a response, a Service provider agrees that it shall not be entitled to any information disclosed by another respondent to ECIC, which ECIC has determined to be of a confidential nature. The content and details of the evaluation of submissions will remain confidential to ECIC.

19. Other matters

- 19.1 If the ECIC does not accept any proposal, it will declare this bid process closed and may then elect to:
- 19.1.1 Proceed on a completely different basis; and/or
- 19.1.2 Not to appoint any respondent (in the event it deems all or any of the proposals not appropriate).
- 19.1.3 The ECIC reserves the right to engage in any processes required to validate all claims made in the proposal.

20. Disclaimer

- 20.1 The ECIC has produced this bid in good faith. However, the ECIC, its agents and its employees and associates, do not warrant its accuracy or completeness. The ECIC will not be liable for any claim whatsoever and howsoever arising (including, without limitation, any claim in contract, negligence or otherwise) for any incorrect or misleading information contained in this bid due to any misinterpretation of this bid
- 20.2 This bid is a Request for Information only and not an offer document; answers to it must not be construed as acceptance of an offer or imply the existence of a contract between the ECIC and the bidder.

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C. Request for Information

21. Background information

- 21.1 Technology has impacted various organisation and industries on a global scale, and advancements are still being introduced, changing the way we live, work and study. Learning and Development has undergone significant upgrades and most learning is done remotely, at the convenience time and location for employees. The ECIC e-Learning programme will make learning simpler, easier, and more effective for the Corporation.

22. Statement of need

- 22.1 ECIC intends to provide its employees with online training and it is desirous to establish the availability of training interventions that can be provided through online platform. The desired interventions must provide for the following as a minimum:

- 22.1.1 Secure online Learner Management System (LMS) platform for ninety-five (95) employees.
- 22.1.2 Off the shelf and developed online course platform courses to administer online learning activities.
- 22.1.3 Thirty-four (34) online courses for period of 3 years. The online platform should be available from 2022 to 2025 financial years. Refer to the list of on-line training on Annexure C.
- 22.1.4 Secure online LMS platform to administer online learning activities.
- 22.1.5 Content must be capable of being offered with videos, PowerPoint slides and/or animation (i.e. provide for interactive content).
- 22.1.6 The solution must provide for assessments, allow for course evaluation and learner certification.

- 22.2 In response to this Request for Information, list any additional online courses available on your catalogue.

22.3 Other requirements

- 22.3.1 Indicate if the LMS Platform provides for review allows for course replacement and new content to be developed as and when required (preferably annually).
- 22.3.2 The solution must be able to provide progress reports on completed courses (the reports must include statistics on number of delegates who successfully completed the course, list of courses completed, etc).
- 22.3.3 Train administrators on how to use the LMS Platform.

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22.3.4 Provide for single system sign-on functionality Active Directory integration for.

22.3.5 Allow customisation of the solution with corporate branding, logo and each course according to ECIC requirement.

22.3.6 Provide for support and maintenance as in when required.

23. Background information

23.1 Respondents to this RFI must indicate their B-BBEE Level in their response.

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Annexes

Annexure A: Entity and service offering information.

1. Please provide your firm's responses in a table format as set out below. Should your firm not provide the services questioned, indicate "N/A" in the response. You may provide additional information in your responses if the questions asked are limiting in nature.

Question	Response
Table 1 – Entity	
1. Name of entity	
2. Inception date of the entity	
3. B-BBEE level of the entity	
4. Provide your corporation's experience in developing and facilitating online learning platform, by providing the following:	
4.1 Bidders must submit their company profile and demonstrate adequate resources and infrastructure to serve ECIC online platforms.	
4.2 Years of experience in developing, designing and providing online learning platform. .	

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Question	Response
Table 1 – Entity	
4.3 Number of clients for whom your entity has been appointed to provide and facilitate online learning platform.	
4.4 Highlight any competitive advantages your entity has in designing and developing online learning platform.	
5. Provide any information that is required for this type of services that ECIC might have missed.	

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Question	Response
Table 2 – Design, develop and implement online learning courses	
1. Provide details on your entity's experience and service offerings in designing and implementing online learning platform.	
a. Management of LMS: documenting, tracking reporting and delivery of online learning platform.	
b. How many vendors for LMS are you currently using to rollout online learning platforms	
c. Experience and qualifications of resources to be deployed on the design and the implementation of the LSM learning platform	
d. Will you able to provide a link for demo or test environment where ECIC can check the nature of courses to be implemented	
2. Provide any information that is required for this type of services that we might have missed.	

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Annexure B: Pricing template/example

1. For pricing purposes, ECIC requires information on expected costs and such costs must include amongst others the items below.

Item No.	Description	Year 1 (R)	Year 2 (R)	Year 3 (R)
1	LMS Subscription cost for 95 users per annum.			
2	Off- the-shelf courses			
	Off- the-shelf courses (to be customized)			
3	New Courses to be designed and developed			
4	E-learning administration, support and maintenance.			
5	Progress reporting as when required.			
Subtotal				
Value Added Tax at 15% (Where applicable)				
Total				

2. The information provided above will be utilised for budgeting and sourcing strategy purposes.

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Annexure C: On-line Training Courses Required

1. Below is the list of online courses required (off-the-shelf catalogue or Customised):

No	Course	Estimated Duration	No of Delegates	Off-The-Shelf or customized
1.	Code of conduct and ethics awareness	1 to 6 hours	95 users	
2.	Business Etiquette	1 to 6 hours	95 users	
3.	Meeting management	1 to 6 hours	95 users	
4.	Assertiveness skills	1 to 6 hours	95 users	
5.	Customer Care	1 to 6 hours	95 users	
6.	Emotional intelligence	1 to 6 hours	95 users	
7.	MS Word basic, intermediate, advanced	1 to 6 hours	95 users	
8.	MS Excel basic, intermediate, advanced	1 to 6 hours	95 users	
9.	MS PowerPoint basic, intermediate, advanced	1 to 6 hours	95 users	
10.	MS Outlook basic, intermediate, advanced	1 to 6 hours	95 users	
11.	Ms Excel VBA basic	1 to 6 hours	95 users	
12.	Coaching and Mentoring	1 to 6 hours	95 users	
13.	Project Management	1 to 6 hours	95 users	
14.	Stakeholder Management	1 to 6 hours	95 users	
15.	Collaborative Business Writing	1 to 6 hours	95 users	
16.	Creative Thinking	1 to 6 hours	95 users	
17.	Work life balance	1 to 6 hours	95 users	
18.	Time Management	1 to 6 hours	95 users	
19.	Stress Management	1 to 6 hours	95 users	

2. As per the above table the bidder must indicate if off the shelf or required to be developed. All courses not indicated as Off-Shelf will be regarded as to be developed. ECIC will not accept any bid if the courses to be developed are more than 40% of the required courses on the list.

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3. Below is the list of online courses that are regulated in South Africa and should be in line with the required based South African Content (To be developed or customised):

No	Course	Estimated Duration	No of Delegates	To be Developed or customised
1.	Ethics awareness Code of conduct	1 to 6 hours	95 users	
2.	Managing workplace discrimination	1 to 6 hours	95 users	
3.	FAIS Level 1 Regulatory	1 to 6 hours	95 users	
4.	The Protection of Personal Information (POPI) Act	1 to 6 hours	95 users	
5.	Data Protection Regulation	1 to 6 hours	95 users	
6.	Onboarding/Induction	1 to 6 hours	95 users	
7.	Anti-money laundering	1 to 6 hours	95 users	
8.	Occupational health and safety	1 to 6 hours	95 users	
9.	Sexual Harassment at the workplace	1 to 6 hours	95 users	
10.	Manage Personal Finance	1 to 6 hours	95 users	
11.	Tip Off Anonymous- Whistleblowing	1 to 6 hours	95 users	
12.	Ergonomics	1 to 6 hours	95 users	
13.	Prevention and Combating of Corrupt Activities Act overview	1 to 6 hours	95 users	
14.	Public Finance Management (PFMA) overview	1 to 6 hours	95 users	