

SCM /Tender Ref #:	RFP 03-2022/23
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Terms of Reference:	Appointment of a service provider to undertake the development of the Integrated Knowledge Hub.
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1. BACKGROUND

Section 9 of the Constitution of South Africa Act 108 of 1996 makes the achievement of equality a foundational value of the Republic. The National Development Plan, Vision 2030 aims to eliminate poverty and inequality by 2030 by drawing on the energies of all the people of South Africa, growing an inclusive economy, building capabilities, enhancing the capacity of the state, and promoting leadership and partnerships throughout the society.

There are a number of legislative architecture and policy frameworks that are pertinent and intrinsically linked to the development of the Integrated Knowledge Hub. The National Policy Development Framework (2020) is a major milestone for the institutionalisation of evidence-based policy-making in South Africa. 'The Practice of Evidence-based policy-making' outlines a range of institutional procedures to implement in order to enhance evidence-use. The Statistics Act. No 6 of 1999 also advance the planning, production, analysis, documentation, storage, dissemination and use of official and other statistics. In addition, the following *Acts and Policies* informs the development of the knowledge hub:

- Promotion of Access to Information Act, 2000
- Electronic Communications and Transactions Act, 2002.
- Intellectual Property Rights from Publicly Financed Research and Development Act No 51 of 2008.
- Policy Framework for the Government-wide Monitoring and Evaluation System, 2005;
- Framework for Programme Performance Information;
- South African Statistics Quality Framework; and
- The National Evaluation Policy Framework.
- Gender Responsive Policy, Budgeting, Monitoring, Evaluation and Auditing (2019)

The Department of Women, Youth and Persons with Disabilities (DWYPD) is committed to the long term goal of ending inequality in our society by regulating the socio-economic transformation and implementation of the empowerment and participation of women, youth and persons with disabilities. In order to attain this goal, the Department needs to provide leadership on information, knowledge and data pertaining to women, youth and persons with disabilities. The obligations and mandate of the Department requires that it become a central hub of knowledge related to women's emancipation, gender equality and rights, youth and disability development and empowerment which can provide evidence based information to policy-makers, government planners, and other stakeholders as required. The establishment of such a knowledge hub will enable access and sharing of data, information and knowledge.

2. PROBLEM STATEMENT

In line with the obligations and mandate of the Department, it is required that the current credible, valid and reliable data, information and knowledge, be utilized by respective stakeholders dealing with issues and considerations of women, youth and persons with disabilities. There is an internal and external expectation to have access to Departmental data, evidence, information and knowledge on key issues regarding women, youth and persons with disabilities. Currently, the Department does not have a central repository for access and storage of data, information and knowledge on gender, youth and persons with disabilities; to enable proper planning, decision-making, monitoring and evaluation, reporting and coordinating of the DWYPD issues.

The anomaly on the end-users of data, information and knowledge on gender, youth and persons with disabilities; in most instances rely on multiple sources of information which are mostly accessed from databases or portals of other sister Departments, institutions and organisations. Therefore, information is not readily accessible to the relevant end-users for planning, budgeting, monitoring and reporting at the DWYPD. Therefore, planning is often done in isolation, without taking into cognisance of the associated needs and impacts from other services. The process of monitoring, evaluation and reporting for the Department becomes a challenge when the necessary information is not readily available.

3. PURPOSE

An Integrated Knowledge Hub is aimed at creating an ecosystem for sharing of data, information and knowledge among various stakeholders including government, state owned entities, academic and research institutions. This is in line with the promotion of evidence-based approach to policy, planning, budgeting and interventions through improving access to information. The goal of establishing a Knowledge Hub is to create a one stop multidisciplinary portal and repository for credible evidence based data and research. The Hub will increase access to information and knowledge to research practitioners, policy makers, broader governments, civil society organisations, the private sector, research organisations and other stakeholders to enhance policy and programme implementation.

The hub will increase access to reliable content on key thematic areas in line with the mandate of the DWYPD. The establishment of an Integrated Knowledge Hub will allow implementation of policies to be informed and regularly updated on the portal within the ambit of the changing global socio economic environment. The Hub will be one of the modalities to engage with partners abroad and connect them to national institutions. This will expand opportunities to effectively contribute and influence the global development discourse.

4. OBJECTIVES

The objective of this assignment is to develop the integrated knowledge hub with digital infrastructure of the knowledge hub and setting up the hub's back-end and front-end. This should also include post implementation IT support, software maintenance, and ongoing system enhancements. The service provider is generally expected to design, develop, and deploy a fully functional knowledge hub and post implementation application/system support and maintenance.

5. SCOPE OF WORK

The service provider is expected to develop and pilot a knowledge hub in line with the needs of the DWYPD. The knowledge hub should provide a range of functionality to

enable the Department to upload, manage and enhance the sharing of knowledge and information.

The prospective service provider should provide details of the features and functions that will be included in the knowledge hub which will add value to the work of the department. The service provider is further expected to design, develop, test and deploy a fully functional knowledge hub to facilitate results-oriented knowledge exchange platform and tools.

In particular, the service provider is expected to undertake the following tasks:

- 5.1 Design the wire frame and metadata structure for the proposed Knowledge Hub and knowledge exchange platform (Web Portal).
- 5.2 Design an integrated platform and other exchange tools to promote better use and access to the knowledge platform.
- 5.3 Develop the software (CMS) for the 'knowledge exchange platform' with the latest international web development Disability Access standards.
- 5.4 Create a platform to restrict different access and functions relating to uploading related content on to the portal.
- 5.5 Identification, synthesis and uploading of evidence, research and content aligned to the MTSF 2019 -2024 outcomes and priorities for women, youth and persons with disabilities.
- 5.6 Host the approved knowledge exchange system with all relevant tools on a cloud based hosting platform from commencement of implementation for a 6 month period.
- 5.7 Develop, test and pilot the knowledge hub for DWYPD.

6. DELIVERABLES

The service provider should deliver the following tasks:

- 6.1. An Integrated Knowledge Hub with complete wireframe, taxonomy and metadata structure.
- 6.2. Develop and host a fully functional online knowledge repository and knowledge sharing platform.
- 6.3. Uploading of data, information and knowledge content relating to women's emancipation and gender equality and rights; youth and disability empowerment

and rights.

- 6.4. On-going maintenance support, skills transfer and availability at all times as partners in this joint venture.

7. PROJECT MANAGEMENT

7.1 OVERALL PROJECT MANAGEMENT

- 7.1.1 The prospective service providers/ bidder should provide a clear project plan with timelines indicating how the project deliverables will be met and how the project will be managed, i.e. reference to all phases of the establishment of the knowledge hub.
- 7.1.2 Ensure that there is a dedicated team as per Annexure B with the ability to work professionally for the duration of the project.
- 7.1.3 The project will resume on the day following the signing of the Service Level Agreement (SLA) with the DWYPD and be finalised within agreed timelines to be clearly spelt out in the SLA. For this purpose, the project proposals to be submitted must make provision and explain the anticipated project phases if any; that also incorporates its applicable time periods for completion.

7.2 DURATION

The project must have a duration of **twelve (12) months**. The first six months of the project shall be for the development of the integrated knowledge hub/system. While the remainder six months shall be dedicated to the hosting of the web/web hosting, the support and maintenance of the knowledge hub.

7.3 QUALITY ASSURANCE MECHANISMS

The service provider should demonstrate how quality assurance mechanisms will be applied throughout the project process, to ensure that the process is inclusive and produces an Integrated Knowledge Hub which is aligned to all different prescripts and standards on information and knowledge management.

7.4 PROJECT ACTIVITIES AND TIME FRAMES

It is envisaged that the project will span a duration of twelve (12) consecutive months from its inception as per the activities and estimated time frameworks.

Activities/ Deliverables	Estimated Timeframe	% of Payment
Develop an Integrated Knowledge Hub with complete wireframe, taxonomy and metadata structure.	November - December 2022	25%
Develop and host a fully functional online knowledge repository and knowledge sharing platform.	January– February 2023	25%
Uploading of data, information and knowledge content relating to women's emancipation, gender equality and rights; youth and disability empowerment and rights.	February – April 2023	25%
Provide on-going maintenance support, skills transfer and availability at all times as partners in this joint venture.	May – October 2023	25%

8. COPYRIGHT

Bidders should note that all aspects of the project will be within the legal rights of the Department of Women, Youth and Persons with Disabilities. None of the service providers copy right material will be provided for in this project. All products/material developed to enhance the project will therefore be deemed the property of the DWYPD.