

SCOPE OF WORK

1. Scope of work/specifications in brief (Detailed scope to be Annexed)

Procure an E-Learning software to convert training materials into on-line platform for SAA Technical Training.

Needs analysis – Evaluate current content delivery and assessment processes, infrastructure and requirements.

Implementation – Full product implementation, including converting Power-Point Presentations into digital content and migration of current assessment data.

Training – Training the employees (users) to maintain and expand the system independently.

Delivery – Test and review the implementation process to ensure ready to go live with confidence.

Go live.

Customer Support – Provide client support and provide updates on new features and product road map.

Note: Refer to Supporting Documentation for product specifications.

NO.	DESCRIPTION
1	E-Learning systems shall comply with the SA-CATS 141.07.1 general requirements as a minimum (Annexure A)
2	the programme shall have an acceptable identification system and password as a minimum-security feature in alignment with the risk matrix;
3	Knowledge Test - Logon via Unique password, Rigorous/undeniable identification (biometrics / proxy controlled / controlled exam environment) record taken before / during assessment, Examiner signature
4	exam records shall be maintained and shall not be able to be deleted or manipulated;
5	Internal moderation and SACAA auditing;
6	the programme information should have either a backup or be stored in different servers, in case of any eventualities happening;
7	a register of course revisions and/or changes should be kept in a safe manner

	preferably with an additional backup;
8	the programme shall assess the student when the exam/skills test time has lapsed regardless of the number of questions answered;
9	with the exception of timed modules trainees must be given adequate time to complete the training;
10	in the case where a minimum tutorial time applies, the programme shall not permit the student to write the accompanying knowledge test until those minimum tutorial course hours have been met and the course modules have been completed;
11	program shall be built in a way not to allow fast forwarding to the knowledge test and any self-assessment must be completed;
12	the programme must regulate interaction during learning every 2 min and 30 seconds or logout the student automatically;
13	during exam/knowledge test any disturbance/logout is regarded as a fail;
14	the programme shall incorporate well-organized courseware with menus, modules and instructions;
15	the flow of information shall build and develop knowledge, skills and abilities in a logical order;
16	the programme should include audio and visual instructions;
17	Where applicable, the e-learning online system shall be designed to administer formative and/or summative tests to make a judgment on learner achievement;
18	the pass mark for the knowledge tests and exams shall be no less than 75%;
19	a candidate shall receive their results after they have completed the exam and where the candidate is declared competent the system must remediate to 100%;
20	identity management and authentication shall be built into the system;
21	the system shall be hosted within the Republic and have information protection mechanisms; and
22	All information shall be kept for a minimum period of five (5) years

NO.	DESCRIPTION	SCORE/WEIGHT
1	The user interface requirements should be designed with usability and design in mind to ensure that all users can easily navigate the platform.	

2	An e-learning platform with proper technical capabilities ensures that the platform is secure, accessible, and reliable for users.	
3	Ability to Organize and Categorize Content. It should also support a wide range of content types, including videos, audio files, images, text documents, and more	
4	Assessing and evaluating the student's understanding of the material is a vital part of any successful e-learning platform, allowing both instructors and learners to gain valuable insights	
5	Technical support to help users with a variety of issues, ranging from login problems and technical difficulties to troubleshooting errors. Furthermore, they play an integral role in keeping the system safe and compliant with relevant regulations.	
6	Training materials that demonstrate how to use an e-learning platform are invaluable, as they empower users to easily navigate and understand the system	
7	Platform-specific documentation is essential for an e-learning platform because it provides detailed information about how to use the platform, including instructions for navigating the interface, accessing and uploading content, and troubleshooting any issues that may arise.	
8	Additionally, platform specific documentation can also be a valuable resource for technical support staff, helping them to quickly and efficiently resolve any issues that users may encounter	
9	Interactive features such as quizzes or polls can help engage learners more effectively by allowing them to interact with the material presented during an event or activity instead of just passively consuming it	
THRESHOLD		%