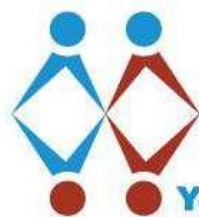


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## **NOTICE TO SERVICE PROVIDERS**

### **REQUEST FOR PROPOSAL (RFP):**

**08/2024**

### **SUPPLY, IMPLEMENTATION, MAINTENANCE AND SUPPORT OF CLOUD-BASED ELECTRONIC LEARNING MANAGEMENT SYSTEM FOR A PERIOD OF THREE YEARS**

|                                    |                                                                                                                              |
|------------------------------------|------------------------------------------------------------------------------------------------------------------------------|
| <b>Date of Issue</b>               | <b>09 June 2024</b>                                                                                                          |
| <b>Compulsory Briefing Session</b> | <b>Thursday, 20<sup>th</sup> of June 2024 at 10:00 am</b><br><br><a href="https://bit.ly/44XHIFy">https://bit.ly/44XHIFy</a> |
| <b>Closing Date:</b>               | <b>12 July 2024 at 11:00 am</b>                                                                                              |
| <b>Contact Person:</b>             | Mmabatho Phasha                                                                                                              |
| <b>Contact Email:</b>              | <a href="mailto:MmabathoM@legal-aid.co.za">MmabathoM@legal-aid.co.za</a>                                                     |

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## 1. DISCLAIMER

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- 1.1 The information contained in this Request for Proposal (“**RFP**”) document or subsequently provided to Bidders, whether verbally or in documentary or any other form by or on behalf of Legal Aid South Africa, is provided to Bidders on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided. The information contained in this document is confidential in nature. The bidders shall not share this information with any other party not connected with responding to this RFP.
- 1.2 This RFP is not an agreement or an offer by Legal Aid SA to the prospective Bidders or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation of their proposals pursuant to this RFP. Though this RFP has been prepared with sufficient care to provide all required information to the potential bidders, they may need more information than what has been provided. In such cases, the potential bidder is solely responsible to seek the information required from Legal Aid SA. Legal Aid SA reserves the right to provide such additional information at its sole discretion.
- 1.3 Legal Aid SA and its employees make no representation or warranty and shall have no liability to any person including any bidder under any law, statute, rules or regulation, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way in this selection process.
- 1.4 Legal Aid SA also accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance of any bidder upon the statements contained in this RFP.
- 1.5 Legal Aid SA may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this RFP.

- 1.6 The issue of this RFP does not imply that Legal Aid SA is bound to select a bidder or to appoint the selected bidder for the Request for Quotation herewith, Legal Aid SA reserves the right to reject all or any of the proposals without assigning any reasons whatsoever.
- 1.7 The bidder shall bear all its costs associated with or relating to the preparation and submission of its proposal including but not limited to preparation, copying, postage, delivery fees, USB and labelling, expenses associated with any demonstrations or presentations which may be required by Legal Aid SA or any other costs incurred in connection with or relating to its proposal. All such costs and expenses will remain with the bidder and Legal Aid SA shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a bidder in preparation or submission of the proposal, regardless of the conduct or outcome of the selection process.

## 2 INTRODUCTION

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- 2.1 Legal Aid South Africa (abbreviated as "Legal Aid SA") is a national public entity established by the Legal Aid South Africa Act 39 of 2014. Its aim is to render legal aid or make available legal advice, provide legal representation to people at state expense, and provide education and information concerning legal rights and obligations, as envisaged in the Constitution of the Republic of South Africa. Legal Aid SA is a high-performing organization and is certified as a Top Employer in South Africa.
- 2.2 The organisation is seeking a comprehensive electronic learning management system to cater for all the training needs of over 2800 employees.

## 2. BACKGROUND

---

- 2.1 Previously, the organization used the Simulated Training Techniques (STT) application and the Atlantic Linc applications. Currently, Legal Aid SA conducts training via Microsoft Teams and Microsoft Word-based user manuals.
- 2.2 Legal Aid SA publishes the Microsoft Teams recordings and training manuals on the intranet portal for users to access. This approach does not provide the benefits that the electronic learning management solution offers.

### 3 PURPOSE

---

3.1 Legal Aid SA's primary objective with this project is to commission an integrated electronic learning management system that will facilitate continuous learning and collaboration amongst employees. Goals include:

- 3.1.1 The creation of an e-learning platform that employees will find easy to use and navigate.
- 3.1.2 Intuitive navigation and integrated services, such as MS Teams, Active Directory and Outlook.
- 3.1.3 An e-learning platform that is accessible to all of our users, including mobile device users, with a responsive design that will adjust to any screen.
- 3.1.4 An e-learning platform that includes traditional classroom features such as instructor-student interaction, Q&As, discussion, games, collaborative projects, quizzes and so on.
- 3.1.5 To source for an Electronic Learning Management system that will have capacities for Administration, documentation, track learning progress, reporting, automation and delivery on content authoring, learning and development programs.
- 3.1.6 Assigning Content to relevant users

## 4 SCOPE OF WORK

---

The scope of work below defines the functional and non-functional requirements of the system expected from the provisioning and configuration of an electronic learning management system:

### 4.1 FUNCTIONAL REQUIREMENTS

#### 4.1.1 Look and Feel

4.1.1.1 The system style and appearance should align to the Legal Aid SA Corporate Identity and branding.

#### 4.1.2 Users-base capacity

4.1.2.1 The system shall accommodate up to 2,900 concurrent users with the capacity to scale up as the organisation and training programmes evolve.

4.1.2.2 The system should have an administration facility to export employee accounts from Active Directory and register them on the system.

4.1.2.3 The system should allow the Administrator to revoke access once the user has been terminated on the system or change position.

4.1.2.4 The system should have the ability to view employee roles/positions which will also simplify the assigning of content to relevant users

#### 4.1.3 Content Authoring Creation

4.1.3.1 The system must enable administrators to develop Shareable Content Object Reference Model (SCORM) compliant courses on the fly. The system should be capable of supporting either SCORM 1.2 or 2004 (2nd Edition until 4th Edition).

4.1.3.2 Readings, video, podcast tracks, infographics (static), infographics (interactive), image, simulations, assessment media/different question types must all be supported by the system, such as randomized multiple choice, quizzes, drag and drop, games, discussions, et cetera.

4.1.3.3 The system must be able to migrate the current 150 SCORM courses, as well as various videos and PowerPoint presentations from the current solution to the new solution.

4.1.3.4 The system must support the uploading of course materials in the following formats: online courses, Word documents, PDF files, PowerPoint presentations and MS Teams recorded sessions/webinars.

4.1.3.5 The system must provide the ability to create tests, quizzes and surveys.

4.1.3.6 The system must provide the ability to create the following questions or assessment types:

4.1.3.7 Randomised Multiple choice

4.1.3.8 True or false

4.1.3.9 Multiple selection

4.1.3.10 Essay

4.1.3.11 Select the correct order

4.1.3.12 Match the columns question, etc.

#### 4.1.4 User Role

4.1.4.1 The system must support at least four types of user roles, where one person can take up any number of roles:

4.1.4.1.1 **Administrator:** Full and unlimited access to all the LMS capabilities.

4.1.4.1.2 **Manager:** Assigns content for studying, sees statistics/reports of their subordinates nationally/department, provincially, Local offices and Sattelite Offices.

4.1.4.1.3 **Instructor:** Uploads training materials to the system, can see the statistics of the courses.

4.1.4.1.4 **Learner:** Studies assigned courses and takes tests. Additionally, the learner must have the ability to make suggestions on the proposed courses and have a search functionality for the existing modules on the platform.

#### 4.1.5 Administrative Functionality

4.1.5.1 The system must allow instructors to perform the following tasks with ease:

4.1.5.2 Creation and adding of learning content and activities to courses.

4.1.5.3 Synchronization of active users from Active Directory.

4.1.5.4 Enrollment of learners to courses.

4.1.5.5 Tracking and monitoring of learner progress inside their courses, producing the following reports:

- Facilitator Activity.
- Learner Activity.
- Course progress and completion status.
- Programme progress and completion status.

- The reports should be meaningful and be able to drill down to national/department, provincial, Local offices and Sattelite Offices, providing information on the total number of users to train, training pending to complete, completed and outstanding/not started.
- i. Communication with learners: ability to send email as notifications to users alerting them of modules that are uploaded, as well as notify users via email regarding compulsory modules assigned to them. If possible, even the system should have an indicator for compulsory modules assigned to users.
- ii. Facilitation of knowledge awareness; the system should provide the ability to search stored information within the system, retrieve and share the information across the organization most importantly the system should be easy to use.
- iii. Creation and issuing of certificates to users after they complete a course or a test.
- iv. Ability to upload the Individual Development Plan (IDP) per learner, and for the Administrator and Manager to extract and analyse the data.
- v. We also need the ability to monitor and track progress on the uploaded IDP.

#### **4.1.6 Learners' functionality**

4.1.6.1 The system must enable learners to perform the following functions:

- i. Access learning content.
- ii. Download learning content.
- iii. Receive push notifications of new content.
- iv. Learner Progress in Percentage (Completed activities, In progress and Not Started).
- v. Access learning reports – e-Learning Journey. (Content assigned and Date assigned)
- vi. Communicate with facilitators.
- vii. Communicate with other learners – peer discussions.

## **4.2 FUNCTIONAL REQUIREMENTS**

### **4.2.1 Hosting**

4.2.1.1 The solution should be hosted in the cloud. The cloud-based solution the data centre must reside within South African borders.

### **4.2.2 Security and Compliance**

4.2.2.1 The system's synchronisation with Active Directory must be seamless.

4.2.2.2 To control user access to the database and application, the system must make extensive use of Windows Authentication and Active Directory Services.

4.2.2.3 All data should be securely stored and only authenticated users should be able to access or modify it.

4.2.2.4 Passwords shall never be displayed during the login process or at any other time.

4.2.2.5 The system must be compliant with the Protection of Personal Information Act (POPIA) and other applicable laws or regulations.

4.2.2.6 The system must ensure that data is encrypted both at rest and during transmission.

4.2.2.7 All data captured, processed and stored in the system shall remain the property of Legal Aid SA.

## 5 DELIVERABLES

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The Electronic Learning Management system software should provide but not limited to the following:

- 5.1 Software Installation and Configuration:** The electronic learning management software should be installed and configured to suit the organization's specific requirements and infrastructure. This includes setting up the necessary databases, user accounts, and system settings.
- 5.2 User Interface and Access Control:** The software should provide a user-friendly interface for users, administrators, managers and other authorized users. It should include role-based access control, allowing different levels of access and permissions based on user roles.
- 5.3 Document Management Module:** A fully functional documents management module should be delivered, allowing users to upload, store, organize, and manage training-related documents securely. The module should support file versioning and provide access controls for document security.
- 5.4 Communication and Collaboration Features:** The software should provide communication tools such as messaging, chat, and discussion forums for users, webinars to collaborate and share information securely within the platform.
- 5.5 Mobile Accessibility:** Deliver the software with mobile-friendly interfaces or mobile applications, enabling users to access chat, discussion forums, training materials (manuals, videos, awareness communications) using their smartphones or tablets.
- 5.6 Security and Compliance Measures:** Ensure that the software meets industry-standard security practices and complies with relevant data protection and privacy regulations (i.e., POPIA). Provide documentation on security features implemented and guidelines for ensuring compliance.
- 5.7 Reporting and Analytics:** Deliver reporting capabilities that allow users to track their progress, administrators and Managers to generate reports per National/ departments/provincial/LO/Office (including Satellite Offices). Managers and Administrators should have the ability to report on the following content status (Not Started, Incomplete, In progress and Completed. These

reports should be customizable and exportable. The system should provide ability for administrators to publish and automate dashboards/reports to users and Managers.

**5.8 Training and Support:** Provide training materials/user guides, and tutorials/videos to assist Users, Managers and Administrators in effectively using the application. Provide the self-help chatbot/email to assist with the FAQ and offer ongoing technical support to address any issues or questions that may arise during implementation and post implementation.

**5.9 Data Migration:** Ensure smooth transition from the existing SCORM packages and Results to the new electronic Learning Management system.

**5.10 Customization Options:** Offer customization options to tailor the software to the organization's specific needs. This may include branding, interface customization, and additional features requested by the organization.

**5.11 Regular Updates and Maintenance:** Commit to providing regular software updates, bug fixes, and maintenance to ensure the software's continued functionality, security, and compatibility with evolving technology. Provide 24/7 support for a period of 5 years.

**5.12 User Acceptance Testing (UAT):** Conduct UAT sessions through the use of Test Plans with key stakeholders to validate the software's functionality and usability before final deployment.

**5.13 Documentation:** Provide comprehensive documentation, including user manuals, technical specifications, system requirements, and any other relevant documentation to assist with the software's administration and usage.

## 6 TECHNICAL PROPOSAL ORGANISATIONAL GUIDELINES

**6.1** Table 1: Technical Proposal Organisational Guidelines below contains the organisational guidelines for proposal responses.

**Table 1: Technical Proposal Organisational Guidelines**

| Proposal Tab No. | Technical Proposal Section                                                                                                                                                                            |
|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1                | Company Introduction and Relevant Experience to the supply, implementation, maintenance and support of cloud-based Electronic Learning Management System                                              |
| 2                | Detailed Proposal addressing the Scope of Work                                                                                                                                                        |
| 3                | Project Implementation Methodology                                                                                                                                                                    |
| 4                | Project Schedule                                                                                                                                                                                      |
| 5                | Migration Plan                                                                                                                                                                                        |
| 6                | Personnel Resumes, Qualifications/Certificates and Team Organisation                                                                                                                                  |
| 7                | Service Level Agreement for Implementation Security, Hosting, Support and Maintenance                                                                                                                 |
| 8                | References                                                                                                                                                                                            |
| 9                | Sample Contracts, Warranty and Escrow                                                                                                                                                                 |
| 10 - Supplements | Any proposer-submitted materials or documentation not specifically requested through this RFP may be included as Supplements to the proposal in a separately marked "Supplements" tab of the proposal |

## 7 FUNCTIONAL EVALUATION CRITERIA

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### 7.1 Bid Evaluation Stages

**7.1.1** The bid evaluation process consists of three (3) stages, according to the nature of the bid. A bidder must qualify for each stage to be eligible to proceed to the next stage of the evaluation. Failure to meet the minimum qualifying score or threshold will result in disqualification. The stages are:

**Table 2: Bid Evaluation Stages**

| Stage   | Description                                           | Minimum Qualifying Score | Applicable for this bid YES/NO |
|---------|-------------------------------------------------------|--------------------------|--------------------------------|
| Stage 1 | Technical Proposal requirements                       | 80%                      | YES                            |
| Stage 2 | System Demonstration                                  | 80%                      | YES                            |
| Stage 3 | Price and Historically Disadvantaged individual (HDI) | 80/20                    | YES                            |

## 7.2 Stage 1: Technical Proposal requirements

**7.2.1** Qualifying bidders shall be evaluated on the technicality of their proposals as per the criteria set below. The minimum threshold for this stage of technical proposal requirements is 80 out of 100 points. Bidders who score below the minimum requirement shall not be considered for further evaluation in stage 2

| Max Points | Criteria                                                                                                                                                                                                                                                                                       | Weight    |
|------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
|            | <b>Company Experience</b>                                                                                                                                                                                                                                                                      |           |
| 15         | <b>A company profile with more than five (5) years of industry experience relevant to the supply, implementation, maintenance and support of cloud-based Electronic Learning Management System</b>                                                                                             | <b>15</b> |
|            | <b>Company Industry Experience Years</b>                                                                                                                                                                                                                                                       | <b>5</b>  |
|            | 5 or more years' industry experience                                                                                                                                                                                                                                                           | <b>5</b>  |
|            | 4 years' industry experience                                                                                                                                                                                                                                                                   | <b>4</b>  |
|            | 3 years' industry experience                                                                                                                                                                                                                                                                   | <b>3</b>  |
|            | 2 years' industry experience                                                                                                                                                                                                                                                                   | <b>2</b>  |
|            | 1 year' industry experience                                                                                                                                                                                                                                                                    | <b>1</b>  |
|            | No industry experience                                                                                                                                                                                                                                                                         | <b>0</b>  |
|            | <b>Client list on contracts awarded for supply, implementation, maintenance and support of cloud-based Electronic Learning Management System services in the past 5 years. The bidder must complete the client list template provided on the Annexure 2—Functional Requirements worksheet.</b> | <b>10</b> |
|            | 5 or more projects completed successfully with clients provided                                                                                                                                                                                                                                | <b>10</b> |
|            | 4 projects completed successfully with clients provided                                                                                                                                                                                                                                        | <b>8</b>  |
|            | 3 projects completed successfully with clients provided                                                                                                                                                                                                                                        | <b>6</b>  |
|            | 2 projects completed successfully with clients provided                                                                                                                                                                                                                                        | <b>4</b>  |
|            | 1 project completed successfully with client provided                                                                                                                                                                                                                                          | <b>2</b>  |
|            | No projects completed successfully                                                                                                                                                                                                                                                             | <b>0</b>  |

|          | <b>Written references</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |          |
|----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| <b>5</b> | <b>The service provider must provide reference letters from contactable references for the provision of supply, implementation, maintenance and support of cloud-based Electronic Learning Management System services which are not more than 5 years. Reference Letter should be dated and signed, and not older than 5 years.</b>                                                                                                                                                                                                  | <b>5</b> |
|          | 5 or more positive, dated and signed reference letters attached and not older than 10 years.                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>5</b> |
|          | 4 positive, dated, and signed reference letters attached and not older than 5 years.                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>4</b> |
|          | 3 positive, dated, and signed reference letters attached and not older than 5 years.                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>3</b> |
|          | 2 positive, dated, and signed reference letters attached and not older than 5 years.                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>2</b> |
|          | 1 positive, dated, and signed reference letters attached and not older than 5 years.                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>1</b> |
|          | No reference letter attached                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>0</b> |
|          | <b>CV of a Project Manager</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |          |
| <b>5</b> | <b>The service provider must provide the CV of a Project Manager who will be assigned to this project, indicating his/her skills, qualifications, and certificates relevant for this project. The CVs must be accompanied by qualifications or valid and up-to-date certifications.</b>                                                                                                                                                                                                                                              | <b>5</b> |
|          | CV of a project manager with a diploma, degree or related qualification (NQF 6) in project management certifications with 5 years or more experience in supply, implementation, maintenance and support of cloud-based Electronic Learning Management System projects (copies of qualification(s) and/or certificates must be submitted).<br>(Certificate of Attendance will not be taken into consideration)                                                                                                                        | <b>5</b> |
|          | CV of a project manager with a diploma/degree or related qualification (NQF 6) in project management certifications with less than 5 years' experience in supply, implementation, maintenance and support of cloud-based Electronic Learning Management System projects (copies of qualification(s) and/or certificates must be submitted).<br>(Certificate of Attendance will not be taken into consideration)                                                                                                                      | <b>4</b> |
|          | CV of a project manager without a diploma/degree or related qualification (NQF 6) in project certifications with 10 years or more experience in supply, implementation, maintenance and support of cloud-based Electronic Learning Management System projects (CV must clearly demonstrate in-depth knowledge and experience in managing similar supply, implementation, maintenance and support of cloud-based Electronic Learning Management System projects).<br>(Certificate of Attendance will not be taken into consideration) | <b>3</b> |

|                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |            |
|------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
|                                    | CV of a project manager without a <b>diploma</b> /degree or related qualification (NQF 6) in project management certifications between 5 and 10 years' experience in supply, implementation, maintenance and support of cloud-based Electronic Learning Management System projects (CV must clearly demonstrate in-depth knowledge and experience in managing supply, implementation, maintenance and support of cloud-based Electronic Learning Management System projects).<br>(Certificate of Attendance will not be taken into consideration) | <b>2</b>   |
|                                    | CV of a project manager without a <b>diploma</b> /degree or related qualification (NQF 6) in project management certifications with less than 5 years' experience in supply, implementation, maintenance and support of cloud-based Electronic Learning Management System projects (CV must clearly demonstrate in-depth knowledge and experience in managing supply, implementation, maintenance and support of cloud-based Electronic Learning Management System projects).<br>(Certificate of Attendance will not be taken into consideration) | <b>1</b>   |
|                                    | No project manager CV attached and/or qualifications or certificates<br>(Certificate of Attendance will not be taken into consideration)                                                                                                                                                                                                                                                                                                                                                                                                          | <b>0</b>   |
| <b>Project Implementation Plan</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |            |
| <b>5</b>                           | <b>The service provider must provide a comprehensive project management implementation methodology that encompasses all aspects of project management. This methodology should guide the project from initiation to closure, ensuring its effective delivery within the specified constraints of time, budget, and quality.</b><br><br><b>The plan must be detailed and must include, but not limited to, the following activities and tasks:</b>                                                                                                 | <b>5</b>   |
|                                    | • Timeframes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |            |
|                                    | • Deliverables                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |            |
|                                    | • Project Initiation Document                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |            |
|                                    | • Work Break Down Structure                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |            |
|                                    | • Project Risk Assessment                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |            |
|                                    | • Project Resources                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |            |
|                                    | Project management methodology and a well-presented detailed project implementation plan with the above 6 tasks addressed in detail.                                                                                                                                                                                                                                                                                                                                                                                                              | <b>5</b>   |
|                                    | Project management methodology and a well-presented detailed project implementation plan with the above 3 - 4 tasks addressed in detail.                                                                                                                                                                                                                                                                                                                                                                                                          | <b>2,5</b> |
|                                    | Poor or no project management methodology and sub-standard or no project implementation plan                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <b>0</b>   |

|    | Functional requirements                                                                                                                                                                                                                                                   |          |
|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| 47 | <b>1. Look and Feel</b>                                                                                                                                                                                                                                                   | <b>1</b> |
|    | a) The system style and appearance should align to the Legal Aid SA Corporate Identity and branding                                                                                                                                                                       | 1        |
|    | <b>2. Users-base capacity</b>                                                                                                                                                                                                                                             | <b>3</b> |
|    | a) The system shall accommodate up to 2,800 concurrent users with the capacity to scale up as the organisation and training programmes evolve.                                                                                                                            | 1        |
|    | b) The system should have an administration facility to export employee accounts from Active Directory and register them on the system.                                                                                                                                   | 1        |
|    | c) The system should have the ability to view employee roles/positions which will also simplify the assigning of content to relevant users                                                                                                                                | 1        |
|    | <b>3. Content Authoring Creation</b>                                                                                                                                                                                                                                      | <b>8</b> |
|    | a) The system must enable administrators to develop Shareable Content Object Reference Model (SCORM) compliant courses on the fly. The system should be capable of supporting either SCORM 1.2 or 2004 (2nd Edition until 4th Edition).                                   | 1        |
|    | b) Readings, video, podcast tracks, infographics (static), infographics (interactive), image, simulations, assessment media/different question types must all be supported by the system, such as multiple choice, quizzes, drag and drop, games, discussions, et cetera. | 1        |
|    | c) The system must be able to migrate the current 150 SCORM courses, as well as various videos and PowerPoint presentations from the current solution to the new solution.                                                                                                | 1        |
|    | d) The system must support the uploading of course materials in the following formats: online courses, Word documents, PDF files, PowerPoint presentations and MS Teams recorded sessions/webinars.                                                                       | 1        |
|    | e) The system must provide the ability to create tests, quizzes and surveys.                                                                                                                                                                                              | 1        |
|    | f) The system must provide the ability to create the following questions or assessment types:                                                                                                                                                                             |          |
|    | i. Randomised Multiple choice                                                                                                                                                                                                                                             | 0,5      |
|    | ii. True or false                                                                                                                                                                                                                                                         | 0,5      |
|    | iii. Multiple selection                                                                                                                                                                                                                                                   | 0,5      |
|    | iv. Essay                                                                                                                                                                                                                                                                 | 0,5      |
|    | v. Select the correct order                                                                                                                                                                                                                                               | 0,5      |
|    | vi. Match the columns question, etc.                                                                                                                                                                                                                                      | 0,5      |

|                                                                                                                                                                                                                                                                                                              |           |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| <b>4. User Role</b>                                                                                                                                                                                                                                                                                          | <b>8</b>  |
| a) The system must support at least four types of user roles, where one person can take up any number of roles:                                                                                                                                                                                              |           |
| i. <b>Administrator:</b> Full and unlimited access to all the LMS capabilities.                                                                                                                                                                                                                              | 2         |
| ii. <b>Manager:</b> Assigns content for studying, sees statistics/reports of their subordinates per national/department, provincial, Local offices and Satellite Offices.                                                                                                                                    | 2         |
| iii. <b>Instructor:</b> Uploads training materials to the system, can see the statistics of the courses.                                                                                                                                                                                                     | 2         |
| iv. <b>Learner:</b> Studies assigned courses and takes tests. Additionally, the learner must have the ability to make suggestions on the proposed courses and have a search functionality for the existing modules on the platform.                                                                          | 2         |
| <b>5. Administrative Functionality</b>                                                                                                                                                                                                                                                                       | <b>20</b> |
| a) The system must allow instructors to perform the following tasks with ease:                                                                                                                                                                                                                               |           |
| i. Creation and adding of learning content and activities to courses.                                                                                                                                                                                                                                        | 2         |
| ii. Synchronization of active users from Active Directory.                                                                                                                                                                                                                                                   | 2         |
| iii. Enrollment of learners to courses.                                                                                                                                                                                                                                                                      | 2         |
| iv. Tracking and monitoring of learner progress inside their courses, producing the following reports:                                                                                                                                                                                                       | 2         |
| ▪ Facilitator Activity.                                                                                                                                                                                                                                                                                      | 2         |
| ▪ Learner Activity.                                                                                                                                                                                                                                                                                          | 2         |
| ▪ Course progress and completion status.                                                                                                                                                                                                                                                                     | 2         |
| ▪ Programme progress and completion status.                                                                                                                                                                                                                                                                  | 2         |
| ▪ The reports should be meaningful and be able to drill down per national/department, provincially, Local offices and Sattelite Offices, providing information on the total number of users to train, training pending to complete, completed and outstanding/not started.                                   |           |
| v. Communication with learners: ability to send email as notifications to users alerting them of modules that are uploaded, as well as notify users via email regarding compulsory modules assigned to them. If possible, even the system should have an indicator for compulsory modules assigned to users. | 1         |
| vi. Facilitation of knowledge awareness; the system should provide the ability to search stored information within the system, retrieve and share the information across the organization most importantly the system should be easy to use.                                                                 | 1         |
| vii. Creation and issuing of certificates to users after they complete a course or a test.                                                                                                                                                                                                                   | 1         |
| viii. Ability to upload the Individual Development Plan (IDP) per learner, and for the Administrator and Manager to extract and analyse the data as well as We also need the ability to monitor and track progress on the uploaded IDP.                                                                      | 1         |

|    |                                                                                                                                                                                                                                                            |          |
|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| 18 | <b>6. Learners' functionality</b>                                                                                                                                                                                                                          | <b>7</b> |
|    | a) The system must enable learners to perform the following functions:                                                                                                                                                                                     |          |
|    | i. Access learning content.                                                                                                                                                                                                                                | 1        |
|    | ii. Download learning content.                                                                                                                                                                                                                             | 1        |
|    | iii. Receive push notifications of new content.                                                                                                                                                                                                            | 1        |
|    | iv. Learner Progress in Percentage (Completed activities, In progress and Not Started).                                                                                                                                                                    | 1        |
|    | v. Access learning reports – e-Learning Journey. (Content assigned and Date assigned).                                                                                                                                                                     | 1        |
|    | vi. Communicate with facilitators.                                                                                                                                                                                                                         | 1        |
|    | vii. Communicate with other learners – peer discussions.                                                                                                                                                                                                   | 1        |
|    | <b>Non-Functional Requirements</b>                                                                                                                                                                                                                         |          |
|    | <b>1. Hosting</b>                                                                                                                                                                                                                                          | <b>2</b> |
|    | a) The solution should be hosted on-premises or in the cloud. Should the solution be cloud-based, the data centre must reside within South African borders.                                                                                                | 2        |
|    | <b>2. Security and Compliance</b>                                                                                                                                                                                                                          | <b>7</b> |
|    | a) The system's synchronisation with Active Directory must be seamless.                                                                                                                                                                                    | 1        |
|    | b) To control user access to the database and application, the system must make extensive use of Windows Authentication and Active Directory Services.                                                                                                     | 1        |
|    | c) All data should be securely stored and only authenticated users should be able to access or modify it.                                                                                                                                                  | 1        |
|    | d) Passwords shall never be displayed during the login process or at any other time.                                                                                                                                                                       | 1        |
|    | e) The system must be compliant with the Protection of Personal Information Act (POPIA) and other applicable laws or regulations.                                                                                                                          | 1        |
|    | f) The system must ensure that data is encrypted both at rest and during transmission.                                                                                                                                                                     | 1        |
|    | g) All data captured, processed and stored in the system shall remain the property of Legal Aid SA.                                                                                                                                                        | 1        |
|    | <b>3. Compliance Measures</b>                                                                                                                                                                                                                              | <b>9</b> |
|    | a) <b>Software Update:</b> Keeping the electronic Learning Management software components up to date.                                                                                                                                                      | 2        |
|    | b) <b>License Renewal:</b> Keeping the artefacts up-to-date and submitting a quote for annual license renewal if any three months before their expiration.                                                                                                 | 1        |
|    | c) <b>System Documentation:</b> Full documentation and the installation guide of the software and other artifacts of the software.                                                                                                                         | 1        |
|    | d) <b>User Authentication:</b> Strong user authentication mechanisms to verify the identity of users accessing the software. This can include username/password authentication, and two-factor authentication (2FA), or multi-factor authentication (MFA). | 2        |

|              |                                                                                                                                                                                                                                                                      |            |
|--------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
|              | <b>e) Data Encryption:</b> Ensure that sensitive data, such as user credentials, documents, and communications, are encrypted both in transit and at rest. Encryption protocols like SSL/TLS and data encryption algorithms like AES can be used to secure the data. | <b>2</b>   |
|              | <b>f) Reliability and Availability:</b> The software should be highly reliable, minimizing downtime and ensuring access to critical information. It should have backup and recovery mechanisms to protect against data loss or system failures.                      | <b>1</b>   |
|              | <b>Service Level Agreement for Support and Maintenance</b>                                                                                                                                                                                                           |            |
| <b>5</b>     | The service provider must provide a proposed Service Level Agreement. The SLA must be detailed and must include, but not limited to, the following:                                                                                                                  | <b>5</b>   |
|              | i. Outline Responsibilities of Service Provider                                                                                                                                                                                                                      |            |
|              | ii. Outline Responsibilities of Legal Aid SA                                                                                                                                                                                                                         |            |
|              | iii. Service Schedule                                                                                                                                                                                                                                                |            |
|              | iv. Billable work and Rates of services                                                                                                                                                                                                                              |            |
|              | v. Operating Hours of the Service Provider                                                                                                                                                                                                                           |            |
|              | vi. Limitations of service Provider                                                                                                                                                                                                                                  |            |
|              | vii. Penalties Clause                                                                                                                                                                                                                                                |            |
|              | SLA complies with the minimum specification                                                                                                                                                                                                                          | <b>5</b>   |
|              | SLA partially complies with the minimum specification                                                                                                                                                                                                                | <b>2,5</b> |
|              | SLA does not comply with minimum requirements                                                                                                                                                                                                                        | <b>0</b>   |
| <b>TOTAL</b> |                                                                                                                                                                                                                                                                      | <b>100</b> |

**7.3** The bids that achieve 80% or more for the Functionality Evaluation will be further evaluated on Specific Goals whereby the Preference Point System of 80/20 with the maximum points as follows: Price = 80 points and 20 points are for preferential procurement requirements on Historically Disadvantaged Individuals (HDI).

## **7.4 Stage 2: System Demonstration and presentation**

**7.4.1** The bidders will be required to prepare for a full one-day system demonstration, clearly and comprehensively demonstrating how their proposed system addresses each of the requested functionalities across the domains specified below. Annexure 1: Technical and Functional Specification contains the detailed requirements of the functionalities that form the scope of the system demonstration.

| No                                                       | System Demonstration                                                                                                | Weight     |
|----------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|------------|
| <b>1</b>                                                 | <b>System Demonstration and presentation.</b>                                                                       | <b>100</b> |
| 1.1                                                      | Demonstration of Look and Feel                                                                                      | 5          |
| 1.2                                                      | Demonstration of Users-base capacity                                                                                | 5          |
| 1.3                                                      | Demonstration of Content Authoring Creation                                                                         | 20         |
| 1.4                                                      | Demonstration of User Role                                                                                          | 10         |
| 1.5                                                      | Demonstration of Administrative Functionality                                                                       | 15         |
| 1.6                                                      | Demonstration of Learners' functionality                                                                            | 10         |
| 1.7                                                      | Demonstration of Security and Compliance                                                                            | 10         |
| 1.8                                                      | Demonstration of Compliance Measures                                                                                | 15         |
| 1.9                                                      | User-Friendly and Experience - Demonstrate the system's ease of use, layout, navigation, and customization options. | 10         |
| <b>NB: Minimum qualification of 80% on demonstration</b> |                                                                                                                     |            |

### 7.5 Stage 3: Pricing

The pricing will be based on Specific Goals whereby the Preference Point System of 80/20 with the maximum points as follows: Price = 80 points and 20 points are for preferential procurement requirements on Historically Disadvantaged Individuals (HDI)

**Evaluation on Price and Historically Disadvantaged individual (HDI)** will be calculated as per the below table;

Preferential points will be awarded in terms of the Historically Disadvantaged individual (HDI) which must be substantiated as follows **(kindly refer to form SBD 6.1 for more details and fully complete to claim the points):** -

| NO | PRICE AND Historically Disadvantaged individual (HDI)       | POINTS     |
|----|-------------------------------------------------------------|------------|
| 1. | Total bid price offered (inclusive of all applicable taxes) | <b>80</b>  |
| 2. | Historically Disadvantaged individual (HDI)                 | <b>20</b>  |
|    | <b>TOTAL</b>                                                | <b>100</b> |

Bidders must submit a valid CSD registration or B-BBEE status level verification certificate, or a sworn affidavit confirming annual turnover and level of black ownership in case of an EME and QSE as proof to substantiate the HDI points claimed as per SBD 6.1.

## 8 RIGHTS TO SUBMITTED MATERIAL

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- 8.1** It shall be understood that all proposals, responses, inquiries, or correspondence relating to or in reference to this RFP, and all reports, charts and proposals referencing information submitted in response to this RFP, shall become the property of Legal Aid SA and will not be returned. Legal Aid SA will use discretion regarding disclosure of proprietary information contained in any response but cannot guarantee information will not be made public. As a government entity, Legal Aid SA is subject to making records available for disclosure.

## 9 CONFIDENTIAL INFORMATION

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- 9.1** Any written, printed, graphic, electronic, or magnetically recorded information furnished by Legal Aid SA for the respondent's use is the sole property of Legal Aid SA. This proprietary information includes, but is not limited to, customer requirements, customer lists, marketing information and information concerning Legal Aid SA employees, products, services, prices, operations, security measures and subsidiaries.
- 9.2** The respondent and its employees shall keep this confidential information in the strictest confidence and will not disclose it by any means to any person except with Legal Aid SA's approval, and then only to the extent necessary to perform the work under the contract. These confidentiality obligations also apply to the respondent's employees, agents and subcontractors, and the respondent shall be liable for a breach of the confidentiality obligations by any such party. On termination of the contract, the respondent, its employees, agents, and subcontractors will promptly return any confidential information in its possession to Legal Aid SA.

## 10 PAYMENTS

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- 10.1** No payment will be made by Legal Aid SA before a service has been fully rendered and signed off by Legal Aid SA.
- 10.2** Payment will be made within 30 days of receipt of the original or certified invoice from the supplier, provided that Legal Aid SA is satisfied with the quality and standard of the supplier's performance.

## 11 BID CONDITIONS

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- 11.1** The following documents must be completed and returned together with the proposal:
- a) SBD 1
  - b) SBD 3.1
  - c) SBD 4
  - d) SBD 6.1
- 11.2** The bidder must provide proof of registration on National Treasury's Central Supplier Database (CSD) which should reflect that the bidder is an active supplier, is tax compliant and is not a restricted supplier.
- 11.3** Legal Aid SA SCM Policy on preferential procurement: Specific goals will be evaluated using the Preferential Points System Evaluation: 80/20: Price = 80 points and 20 points are for preferential procurement requirements on Historically Disadvantaged Individuals (HDI).
- 11.4** Bidders are required to provide a valid B-BBEE status level verification certificate or an affidavit where preference points are claimed.
- 11.5** The proposals must be valid for a minimum period of 120 days from the date of issuing and must include VAT where applicable.
- 11.6** The full costs must be disclosed and no variances will be entertained; and
- 11.7** The bidders must send their quotations, along with the proposal, to the addresses listed on the RFP's cover page, and other required bidding documents.
- 11.8** If a bidder discovers an ambiguity, conflict, discrepancy, omission, or other error in this RFP, notice should be provided with the tender number and reference to the RFP to the contact person stated in the cover page. Legal Aid SA is not responsible for and has no liability for or obligation to correct any errors or omission in this RFP.
- 11.9** Legal Aid SA will sign the SLA with the successful bidder, considering the objective criteria under par. 13 below has been met, prior to commencement of any work, which will form the contractual basis for the delivery of the services and provide a mechanism to measure the quality of the services. The SLA will include Legal Aid SA's Special Conditions of Contract.

## **12 RFP SUBMISSION INFORMATION**

- 12.1** The closing date of submission is **12 July 2024**.
- 12.2** All the questions or queries relating to the specifications should be forwarded in writing to contact listed on the cover page no later than **28<sup>th</sup> of June 2024**. The questions or queries should reference a specific paragraph from the RFP.
- 12.3** All enquiries must be directed to:  
Mmabatho Phasha  
Email address: [MmabathoM@legal-aid.co.za](mailto:MmabathoM@legal-aid.co.za)
- 12.4** RFP responses should be submitted to the below address at the tender box situated at the reception and clearly marked:
- LEGAL AID HOUSE  
29 De Beer Street  
Braamfontein  
Johannesburg  
2017
- 12.5** Submissions received after the deadline will be marked as late and not accepted.
- 12.6** Bidders must submit their bid responses as follows:
- 12.6.1** One (1) Original file inclusive of RFP Document, Technical Proposal and Pricing / Costing.
- 12.6.2** One (1) Original file inclusive of RFP Document, Technical Proposal Response and Pricing/ Costing.
- 12.7** It is the bidder's responsibility to ensure that the information on the electronic copy is the same as in the hard copies; the information in the original file must also be the same as in the copied files. To ensure that the electronic copies are not damaged, the bidder must submit the memory stick (USB) in a sealed padded envelope, which must be attached to the hard copy and clearly marked as follows: RFP Number, RFP Description, RFP Closing Date, and the bidder's name and contact details.

## 13 Objective Criteria

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- 13.1 Legal Aid SA, like any other business, relies greatly on suppliers for most services, therefore, the interaction with suppliers/contractors/consultants can have a substantial impact on a Legal Aid SA operation. Legal Aid SA can be negatively impacted by a supplier who does not have a good reputation or has been implicated in unethical activities, by association. To mitigate this reputational risk, Legal Aid SA will investigate any negative and positive news on the supplier/contractor/consultant before doing any business and make an informed decision about association.
- 13.2 In the event a bidder is found to not satisfy / meet the conditions or requirements set under par. 13.1 above, Legal Aid shall exercise its right in awarding the bid using applicable prescripts as provided for under the PPFA (sec. 2(f), which states, *“the contract must be awarded to the tenderer who scores the highest points, unless objective criteria in addition to those contemplated in paragraphs (d) and (e) justify the award to another tenderer;”*

**LEGAL AID SOUTH AFRICA RESERVES THE RIGHT NOT TO MAKE ANY APPOINTMENT AND SHALL NOT ENTERTAIN ANY CLAIM FOR COSTS THAT MAY HAVE BEEN INCURRED IN THE PREPARATION AND THE SUBMISSION OF THE PROPOSALS.**

**END OF THE REQUEST FOR PROPOSAL DOCUMENT**