



OFFICE OF BID SPECIFICATIONS COMMITTEE

Steve Vukile Tshwete Complex, Zone 6 Zwelitsha, 5608, Private Bag X0032, Bhisho, 5605 REPUBLIC OF SOUTH AFRICA:
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Website: www.ecdoe.gov.za

REQUEST FOR INFORMATION 1 of 2025 (ECDoE-RFI 1 of 2025):

This is not a solicitation for bids, and no contract will be awarded as a result of this RFI.

Provision of Knowledge Management, Electronic Records Management, Digitization and Performance Systems for the Eastern Cape Department of Education (ECDoE)

1. INTRODUCTION

The Eastern Cape Department of Education (ECDoE) is undertaking a strategic review of its Knowledge and Records Management capabilities to inform the design of a future Request for Proposal (RFP). This Request for Information (RFI) is issued to gather insights from the market on available solutions, industry's best practices, and service provider capabilities.

2. PURPOSE

This RFI seeks to:

- Understand the market landscape and available technologies in knowledge management, records digitization and performance management.
- Assess vendors' technical capability, security posture, and scalability.
- Gauge readiness of the industry to comply with POPI Act 4 of 2013 (POPIA), International Organization for Standardization (ISO) standards, and government integration requirements (e.g., SharePoint, Human Resource Management Systems).
- Determine cost models and delivery approaches.

3. SCOPE OF INTEREST

Respondents are requested to provide high-level information on their ability to deliver:

- A scalable Electronic Records Management System (ERMS) compliant with POPIA, ISO standards, and National Archives Regulations.
- An Artificial Intelligence (AI) powered Knowledge Management System (KMS) with collaborative workspaces, analytics, and document lifecycle management.
- End-to-end digitization and metadata tagging of existing records.
- Integration with platforms such as Microsoft SharePoint, and existing HR or performance systems.
- Support for business intelligence, dashboards, and predictive analytics.
- Cloud, hybrid or on-premises deployment models.





Optional areas of interest include:

- Project Management Information Systems (PMIS)
- Human Resource Management Support
- Training and skills transfer methodologies

Compliance with ISO Standards:

- ISO 27001 - Cybersecurity compliance with
- ISO 9001:2015 – Quality Management Systems
- ISO 31000:2018 – Risk Management – Guideline
- ISO 30301 - Information documentation
- ISO 30401 - knowledge management systems
- ISO 15489 – Records Management

4. VENDOR INFORMATION REQUESTED

Interested vendors should provide:

- Company Profile and track record with government or education clients.
- High-level description of available solutions (no pricing required).
- List of certifications (e.g., ISO 27001, ISO 20000-1, Microsoft Partner Status).
- References of similar implementations in the public sector.
- Overview of deployment models supported (cloud, hybrid, on-premises).
- Comments or suggestions on the proposed project scope and implementation strategy.

5. RESPONSE FORMAT

Responses should be structured in the following format:

- Cover Letter (optional)
- Response
- Section A: Company Overview
- Section B: Technical Capabilities
- Section C: Compliance and Standards
- Section D: Similar Project Experience
- Section E: Additional Recommendations

Responses should be submitted to the address provided and as stipulated below.



6. SUBMISSION INSTRUCTIONS

RFI responses are to be delivered in time to the address stated below and deposited in the tender box which is located at the foyer in the main building of the ECDoE Head Office in Zwelitsha between 08h00 and 16h00 Monday to Friday prior to the closing date. Submission should be in a sealed envelope marked with the RFI number.

Late submissions will not be considered.

Closing Date and time: 18 July 2025 at 11h00

Submission address:

Eastern Cape Department of Education

Steve Vukile Tshwete Complex, Zone 6,

Zwelitsha

King Williams Town 5608

Post :

Attention Mr. P. Nxozana

Steve Vukile Tshwete Complex,

Private Bag X0032

Bhisho

5608

Ref: ECDoE-RFI no 1 of 2025

7. DISCLAIMER

This RFI is issued for information gathering purposes only and does not constitute a commitment to issue a subsequent RFP or to procure any goods or services. The ECDoE shall not be liable for any costs incurred by respondents in the preparation and submission of information in response to this RFI.





8. CONTACT DETAILS FOR ENQUIRIES

Technical Contact: Mr. T. Masoeu - tshepo.masoeu@ecdoe.gov.za

SCM Enquiries: Mr. P. Nxozana - pakamile.nxozana@ecdoe.gov.za

9. APPENDIX A – RESPONSE TEMPLATE

Section A: Company Overview

- Legal Name of the Company
- Physical and Postal Address
- Contact Person
- Telephone and Email
- Company Registration Number
- Years in Operation

Section B: Technical Capabilities

- Overview of ERMS and KMS capabilities
- AI/Analytics functionality
- System architecture (cloud/hybrid/on-premises)
- Integration capabilities

Section C: Compliance and Standards

- POPI Act no 4 of 2013 compliance approach
- List of certifications (e.g., ISO 27001, ISO 20000-1)

Section D: Similar Project Experience

- Description of 3 public sector projects (including client, scope, year)

Section E: Additional Recommendations

- Any insights or innovations relevant to ECDoE's needs
- Suggestions on project phasing or sustainability