Expression of Interest (EOI)

Identification of 4IR Education and Training Service Providers and Learning Management System providers in South Africa

EOI No. 8058/19/07/2022

Date of Issue	Tuesday, 5 July 2022
Closing Date	Tuesday, 19 July 2022 at 16h30
Place of tender submission	tender@csir.co.za
Enquiries	E-mail: tender@csir.co.za Mail size is 25MB, send multiple emails when exceeded
CSIR business hours	08h00 – 16h30
Category	Professional services

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SECTION A – TECHNICAL INFORMATION

1   **INTRODUCTION**

The Council for Scientific and Industrial Research (CSIR) is one of the leading scientific research and technology development organisations in Africa. In partnership with national and international research and technology institutions, CSIR undertakes directed and multidisciplinary research and technology innovation that contributes to the improvement of the quality of life of South Africans. The CSIR's main site is in Pretoria while it is represented in other provinces of South Africa through regional offices.

2 BACKGROUND

The CSIR Manufacturing Cluster has embarked on a journey to enable and support the industrialisation of technologies from other Clusters across the CSIR, as well as within local SMMEs and Academia, focusing on Fourth Industrial Revolution (4IR) technologies and processes. The development of a Learning Factory (LF) is therefore in process as a key element to integrate and deliver on the strategic objectives within the Manufacturing Cluster. This LF will focus on 4IR manufacturing technologies, skills and processes required to address Industrialisation, Economic Transformation and Skills and Education in alignment with the strategic objectives of the CSIR. In addition, the LF will also support Industry, Government bodies, Academia and Entrepreneurs, who need to adopt a digital transformation intervention or improvement.

The key objectives of the LF are to provide high level and strategic training in 4IR technologies, business models, innovation, approaches and processes. This includes performing 4IR Readiness benchmarking, new product development and process innovation. The LF will provide an industrial platform for the research, development and transfer of cutting-edge technologies, skills, and best practices associated with digital transformation.

3 INVITATION FOR EXPRESION OF INTEREST

Expressions of interest are hereby invited from suitably-qualified service providers to be registered as preferential suppliers on the CSIR central supplier database, in the following two focus areas:

1. Education and Training Service Providers, who focus on 4IR technologies, approaches and processes, particularly in the ICT and manufacturing sectors; and
2. Learning Management System (LMS) providers in South Africa, who are able to make provision for the application of advanced learning approaches, whilst ensuring the system is contextualised to South African conditions.

Selection of successful service providers will be based on the evaluation criteria below. Respondents may respond to one or both of these focus areas.

4 EOI SPECIFICATION

All proposals are to be submitted in the format specified in this this document. However, applicants are welcome to submit additional / alternative information over and above the originally specified format.

4.1 Education and Training Service Providers, who focus on 4IR technologies, approaches and processes, particularly in the ICT and manufacturing sectors

Providers must conform to the following criteria and provide proof thereof as needed:

1. Preferred: A South African education and training provider with a track record of providing education and training in this space to the South African and/or African markets.

   Non-South African providers with exposure to the South African and/or African markets will also be favourably considered.

2. Preferred: SETA-, academic, international- or industry-accredited courseware. However, courses on newer technologies and approaches where accreditation is not yet available, will also attract strong support.

3. All providers are expected to provide online, face-to-face and blended education and training courses and activities, using appropriate technologies and systems. Where needed, providers should be prepared to migrate courseware to the LF Learning Management System.

4. All providers are expected to provide detailed course content and curriculum information in their responses. Providers should also indicate whether they would be willing to develop customised content and curriculum as needed.

5. If a provider is contracted by the LF for an awareness and/or training session, the provider should support the following:
   • Negotiation regarding costing models (e.g. revenue share model if applicable, costing of course; use of LF equipment, etc.);
   • Enable registration for the course/activity from the LF website;

- Co-brand the course/activity with the LF;
- Market the course/activity in collaboration with the LF;
- Provide the necessary online or face-to-face support needed by attendees, whether course- or technology-related;
- Provide a standardised course/activity evaluation form to attendees;
- Provide course/activity attendance reports which includes statistics and analysis to the LF;
- Support a CSIR LF co-branded "Certificate of Attendance" for non-accredited courses and a formal, accredited proof of attainment for accredited courses as per the regulations for these courses.

6. A list of trainers and content specialists, their focus areas and proof of their experience and expertise must be provided.

Education and Training providers will benefit as follows by partnering with the CSIR LF:
- Access to the strong CSIR brand and existing CSIR networks and relationships;
- Access to the facilities and advanced equipment within the CSIR LF (and future LFs around the country), that will enable students and trainees to undertake practical experience on different advanced technologies. Note that the cost model for this will be negotiated on a case-by-case basis.
- Support from CSIR technical manufacturing and ICT experts, as well as via the CSIR to international experts.
- The opportunity to co-create new courseware with the CSIR and CSIR partners based on critical industry needs within the country.
- The opportunity to partner with the CSIR to access joint funding and other opportunities for new courseware and content creation.

4.2 Learning Management System (LMS) providers in South Africa

Providers must conform to the following criteria and provide proof thereof as needed:

1. Preferred: A South African LMS software provider with a track record of providing LMS software to the South African and/or African markets.

Non-South African LMS software providers with exposure to the South African and/or African markets will also be favourably considered.

2. The LMS software should provide extensive customisation options, such as being able to make provision for specific challenges in South Africa and the rest of Africa, e.g. the lack of access to traditional computers, bandwidth challenges and multiple languages.

3. The LMS software should allow customised branding of the LMS software and courses.

4. The LMS should provide standard features, such as:

- A user-friendly and sophisticated content creation and management environment.
- An extensive assessments engine, such as native support for multiple types of questions, quizzes, and tests with extensive analysis and reporting on results.
- A survey engine that enables custom surveys among users and collects useful data on attendee engagement and course efficiency.
- The LMS should be Scorm & TinCan (xApi) compliant and offer built-in support for the most widely used content interoperability standards.
- Allow learners to submit assignments in different formats. Set conditions and deadlines according to course rules and prerequisites.
- Support for HTML5.
- Should make provision for micro-accreditations (e.g. badging) and multi-purpose certifications, with ready support for any compliance training scenarios. Support for a blockchain-supported credentialing environment will be very favourably considered.
- The ability to establish course rules, such as defining course order, completion conditions, and course prerequisites.
- Support for Learning Pathways.
- Support for both synchronous and asynchronous courses
- Blended learning environments, i.e. Combine eLearning content with instructor-led training, whether classroom-based or via online video.
- The ability to link curriculums to the appropriate courseware, particularly for SETA-accredited courses.

- Support for gamification environments, with points, badges, levels and leader boards.
- Support for email, calendars, discussion forums and comments.
- Support for multiple payment options.
- Sophisticated analysis engine to measure the engagement of learners, attendance and efficacy of training material.

5. LMS providers should provide a fully-functional test environment to the CSIR for at least a two month period at no cost, to enable effective evaluation of the platform.

NOTE: In order to be added to the CSIR Service Provider database, your company needs to be registered on National Treasury's Central Supplier Database. We urge all respondents to register on this system as soon as possible, so that the administration process and contracting can be completed timeously.

5   FUNCTIONAL EVALUATION CRITERIA

5.1   The evaluation of the functional / technical detail of the EOI will be based on the requirements listed in the tables below:

5.1.1 Education and Training service providers

Requirement	Acceptance Criteria	Weight
Training service provider with a track record of providing training in this space to primarily the South African and/or African markets	3 x References from course attendees / organisations Information regarding courses that have been presented and their efficacy.	20%
SETA-, international- or industry-accredited courseware / courseware submitted for accreditation / new courseware where accreditation is not yet available	Detailed information on courses available, target group, mode of delivery and their accreditation status (including proof of accreditation, where applicable)	40%
Ability to present online, face-to-face and via blended learning environments, both synchronously and asynchronously (real time and via self-study)	Indication of LMS in use and venue(s) for face-to-face courses.	10%
Company profile	Profile of not more than 10 pages indicating the: • Age, country of origin, resources, capability and experience. Also indicate South African-specific projects undertaken (minimum of 3) in the focus areas identified in this EOI.	10%
Expert and professional trainers and content creators.	A list of trainers and content specialists, their focus areas and proof of their experience and expertise must be provided	20%
TOTAL		**100%**

Learning Management System (LMS) providers**Requirement**	**Acceptance Criteria**	**Weight**
LMS provider with a track record of providing LMS systems to organisations in the South African and/or African markets	3 x Letters of recommendation from existing customers	20%
LMS is contextualised to local needs and conditions, and makes provision for South African / African challenges	Description of specific contextualised features supported	10%
Company Profile	Profile of not more than 10 pages indicating the: • Age, country of origin, resources, capability and experience. Also indicate South African-specific projects undertaken (minimum of 3) in the focus areas identified in this EOI.	10%

| LMS Features | Spreadsheet indicating YES/NO per feature, with a separate column providing additional information as needed. Feel free to add features not specified here.

• External branding
• User-friendly and sophisticated content creation environment
• Extensive assessment engine
• Surveys engine
• Standards-based (SCORM / xApi /etc)
• Sophisticated assignment engine
• Support for HTML5
• Sophisticated credentialing / certifications engine (indicate blockchain use)
• Course rules engine
• Support for Learning Pathways
• Support for both synchronous and asynchronous courses
• Support for blended learning environments
• Gamification
• Support for email, calendars, discussion forums and comments
• Support for multiple payment options
• Sophisticated course and learner analysis engine | 60% |
| **TOTAL** | | **100%** |

5.2   Proposals from respondents with functionality / technical points of less than the pre-determined minimum overall percentage of 60% of the criteria will be eliminated from further evaluation.

6   ELIMINATION CRITERIA

Proposals will be eliminated under the following conditions:

- Submission after the deadline;

- Proposals submitted at incorrect location

- Restricted suppliers

7 NATIONAL TREASURY CENTRAL SUPPLIER DATABASE REGISTRATION

Before any negotiations will start with the winning bidder it will be required from the winning bidder to:

- be registered on National Treasury's Central Supplier Database (CSD). Registrations can be completed online at: www.csd.gov.za;
- provide the CSIR of their CSD registration number.

SECTION B – TERMS AND CONDITIONS

8 VENUE FOR PROPOSAL SUBMISSION

All proposals must be submitted at: tender@csir.co.za

9 PROGRAMME

The program, as currently envisaged, incorporates the following key dates:

- Issue of documents: Tuesday, July 5, 2022
- Closing / submission Date: Tuesday, July 19, 2022

10 SUBMISSION OF PROPOSALS

10.1 All proposals are to be clearly marked with the EOI number and the name of the tenderer.
   PART 1: Technical Proposal: **EOI No.: 8058/19/07/2022**
   PART 2: B-BBEE and other Mandatory Documentation: **EOI No.: 8058/19/07/2022**

10.2 Proposals submitted by companies must be signed by a person or persons duly authorised.

10.3 The CSIR will award the contract to qualified tenderer(s)' whose proposal is determined to be the most advantageous to the CSIR, taking into consideration the technical (functional) solution and B-BBEE.

11 DEADLINE FOR SUBMISSION

Proposals shall be submitted at the address mentioned above no later than the closing date of Tuesday, **19 July 2022** during CSIR's business hours. The CSIR business hours are between 08h00 and 16h30.

Where a proposal is not received by the CSIR by the due date and stipulated place, it will be regarded as a late tender. Late tenders will not be considered.

12 EVALUATION PROCESS

12.1 Evaluation of proposals

All proposals will be evaluated by an evaluation team for functionality and B-BBEE. Based on the results of the evaluation process and upon successful negotiations, the CSIR will approve the awarding of the contract to successful applicants.

13 VALIDITY PERIOD OF PROPOSAL

Each **proposal** shall be valid for a minimum period of three (3) months calculated from the closing date.

14 APPOINTMENT OF SERVICE PROVIDER

14.1 Tenderers who score above the 60% cut-off points during the evaluation process will be added to the CSIR supplier database. These tenderers will become part of the Learning Factory preferential suppliers.

15 ENQUIRIES AND CONTACT WITH THE CSIR

Any enquiry regarding this EOI shall be submitted in writing to CSIR at tender@csir.co.za with *"EOI No.: 8058/19/07/2022 - Identification of 4IR Education and Training Service Providers and Learning Management System providers in South Africa"* as the subject.

Any other contact with CSIR personnel involved in this tender is not permitted during the EOI process other than as required through existing service arrangements or as requested by the CSIR as part of the EOI process.

16 MEDIUM OF COMMUNICATION

All documentation submitted in response to this EOI must be in English.

17 COST OF EOI

Tenderers are expected to fully acquaint themselves with the conditions, requirements and specifications of this EOI before submitting proposals. Each tenderer assumes all risks for resource commitment and expenses, direct or indirect, of proposal preparation and participation throughout the EOI process. The CSIR is not responsible directly or indirectly for any costs incurred by tenderers.

18 CORRECTNESS OF RESPONSES

18.1 The tenderer must confirm satisfaction regarding the correctness and validity of their proposal and that all prices and rates quoted cover all the work/items specified in the EOI. The prices and rates quoted must cover all obligations under any resulting contract.

18.2 The tenderer accepts that any mistakes regarding prices and calculations will be at their own risk.

19 VERIFICATION OF DOCUMENTS

19.1 Tenderers should check the numbers of the pages to satisfy themselves that none are missing or duplicated. No liability will be accepted by the CSIR in regard to anything arising from the fact that pages are missing or duplicated.

19.2 Electronic copy of each proposal must be submitted.

20 ADDITIONAL TERMS AND CONDITIONS

20.1 A tenderer shall not assume that information and/or documents supplied to CSIR, at any time prior to this request, are still available to CSIR, and shall consequently not make any reference to such information document in its response to this request.

20.2 Copies of any affiliations, memberships and/or accreditations that support your submission must be included in the tender.

20.3 In case of proposal from a joint venture, the following must be submitted together with the proposal:

- Joint venture Agreement including split of work signed by both parties;

- The original or certified copy of the B-BBEE certificate of the joint venture;

- The Tax Clearance Certificate of each joint venture member;

- Proof of ownership/shareholder certificates/copies; and

- Company registration certificates.

20.4 An omission to disclose material information, a factual inaccuracy, and/or a misrepresentation of fact may result in the disqualification of a tender, or cancellation of any subsequent contract.

20.5 Failure to comply with any of the terms and conditions as set out in this document will invalidate the Proposal.

21 CSIR RESERVES THE RIGHT TO

21.1 Extend the closing date;

21.2 Verify any information contained in a proposal;

21.3 Request documentary proof regarding any tendering issue;

21.4 Give preference to locally manufactured goods;

21.5 Appoint one or more service providers, separately or jointly (whether or not they submitted a joint proposal);

21.6 Award this EOI as a whole or in part;

21.7 Cancel or withdraw this EOI as a whole or in part.

22 DISCLAIMER

This EOI is an expression of interest only and not an offer document. Answers to this EOI must not be construed as acceptance of an offer or imply the existence of a contract between the parties. By submission of its proposal, tenderers shall be deemed to have satisfied themselves with and to have accepted all Terms & Conditions of this EOI. The CSIR makes no representation, warranty, assurance, guarantee or endorsements to tenderer concerning the EOI, whether with regard to its accuracy, completeness or otherwise and the CSIR shall have no liability towards the tenderer or any other party in connection therewith.

DECLARATION BY TENDERER

Only tenderers who completed the declaration below will be considered for evaluation.

EOI No.: 8058/19/07/2022

I hereby undertake to render services described in the attached tendering documents to CSIR in accordance with the requirements and task directives / proposal specifications stipulated in the EOI No.: 8058/19/07/2022 at the price/s quoted. My offer/s remains binding upon me and open for acceptance by the CSIR during the validity period indicated and calculated from the closing date of the proposal.

I confirm that I am satisfied with regards to the correctness and validity of my proposal; that the price(s) and rate(s) quoted cover all the services specified in the proposal documents; that the price(s) and rate(s) cover all my obligations and I accept that any mistakes regarding price(s) and rate(s) and calculations will be at my own risk.

I accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on me under this proposal as the principal liable for the due fulfilment of this proposal.

I declare that I have no participation in any collusive practices with any tenderer or any other person regarding this or any other proposal.

I accept that the CSIR may take appropriate actions, deemed necessary, should there be a conflict of interest or if this declaration proves to be false.

I confirm that I am duly authorised to sign this proposal.

NAME (PRINT) ………………………….

CAPACITY ……………………….

SIGNATURE ……………………………

NAME OF FIRM ………………………….

DATE   ………………………………

WITNESSES
1   ……………………………………
2   ……………………………………
DATE: ……………………………..

ANNEXURE A RETURNABLE CHECKLIST

NOTE: *The bidder is required to complete each and every schedule listed below.*

The bidder must complete the following returnable documents:

RETURNABLE DOCUMENTS –		
The below documents must be submitted		
Description	**Included**	
	Yes	**No**
Central Supplier database (CSD Report)		
BBBEE certificate or sworn affidavit		
Company Profile		
References letters or list of references		
Indication of LMS in use and venue(s) for face-to-face courses.		
Detailed information on courses available,		
Declaration by tenderer		
SBD 1 Form		