

29 De Beer Street, Braamfontein
Johannesburg, 2017, South Africa
Private Bag X76, Braamfontein,
2017

Tel: +27 11 877 2000

Fax: +27 11 877 2222

www.legal-aid.co.za



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South Africa

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NOTICE TO SERVICE PROVIDERS

REQUEST FOR INFORMATION (RFI: 01/2022) PROVISION AND CONFIGURATION OF ELECTRONIC LEARNING MANAGEMENT SYSTEM (LMS)

Date of Issue	Friday, 8 July 2022
Closing Date:	Friday, 29 July 2022 at 11h00
Contact Person:	Mmabatho Phasha
Contact Email:	MmabathoM@legal-aid.co.za

Table of Contents

1. BACKGROUND	3
2. INTRODUCTION AND PURPOSE	3
3. PROJECT GOALS	4
4. SCOPE OF WORK	4
4.1. Functional Specification	4
4.1.1 Look and Feel	4
4.1.2 Users	5
4.1.3 Content Authoring and Creation	5
4.1.4 User Roles	6
4.1.5 Instructor	6
4.1.6 Learners	7
4.2. Non-Functional Requirements	7
4.2.1 Hosting	7
4.2.2 Security and Compliance	7
5. COSTING	8
6. RFI SUBMISSION INFORMATION	8

1. BACKGROUND

- 1.1. 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 persons 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 performance organisation and is certified a Top Employer in South Africa.
- 1.2. Legal Aid South Africa has 135 branch offices across the country, with a workforce of 2,700. The head office is located in Braamfontein.

2. INTRODUCTION AND PURPOSE

- 2.1. Respondents are hereby invited for the supply of information for software solutions. This RFI is neither a tender, a RFP nor a RFQ.
- 2.2. This RFI is for planning purposes only and should not be construed as a solicitation, nor should it be construed as an obligation on the part of Legal Aid SA to make any purchases. This RFI should not be construed as a means to pre-qualify vendors. Legal Aid SA may utilise the results of this RFI in drafting a competitive tender specification for the subject services/products/equipment. Any future RFP that may be issued will comply with Legal Aid SA's procurement processes and the PFMA.
- 2.3. The purpose of this request is to gather information and acquire a clear understanding of what the market has to offer regarding technical specifications for the implementation of an electronic learning management system. Furthermore, the RFI seeks to obtain information from qualifying service providers on the provisioning and configuration of the electronic learning management system that will streamline the following critical components of the administrator and learner experience:
 - 2.3.1 Course design that allows you to hide or enable features on a per-course basis. Create profiles, groups and subgroups of learners.
 - 2.3.2 Storage of course content with convenient navigation.

- 2.3.3 A straightforward enrollment procedure.
- 2.3.4 Employees' ability to visualise and track their progress through the course.
- 2.3.5 Discussion and direct messaging capability (between learners, facilitators and administrators).
- 2.3.6 Completion and certification of courses.
- 2.3.7 Tracking, data analysis and reporting.

3. PROJECT GOALS

- 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.

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 Specification

4.1.1 Look and Feel

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

4.1.2 Users

- a) The system shall accommodate up to 2,800 concurrent users with the capacity to scale up as the organisation and training programmes evolve.
- b) The system should have an administration facility to export employee accounts from Active Directory and register them on the system.
- c) 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 and Creation

- 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).
- 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.
- 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.
- 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.
- e) The system must provide the ability to create tests, quizzes and surveys.
- f) The system must provide the ability to create the following questions or assessment types:
 - i. Multiple choice
 - ii. True or false
 - iii. Multiple selection
 - iv. Essay
 - v. Select the correct order
 - vi. Match the columns question, et cetera.

4.1.4 User Roles

- a) The system must support at least four types of user roles, where one person can take up any number of roles:
 - i. **Administrator:** Full and unlimited access to all the LMS capabilities.
 - ii. **Manager:** Assigns content for studying, sees statistics/reports of their subordinates per province/branch.
 - iii. **Instructor:** Uploads training materials to the system, can see the statistics of the courses.
 - iv. **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 Instructor

- a) The system must allow instructors to perform the following tasks with ease:
 - i. Creation and adding of learning content and activities to courses.
 - ii. Synchronisation of active users from Active Directory.
 - iii. Enrollment of learners to courses.
 - iv. 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 the province and branches, 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.
- vi. Facilitation of knowledge awareness.
- vii. Creation and issuing of certificates to users after they complete a course or a test.
- viii. Ability to upload the Individual Development Plan (IDP) per learner, and for the Administrator and Manager to extract and analyse the data.

4.1.6 Learners

- a) 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. Complete activities.
 - v. Access learning reports – e-Learning Journey.
 - vi. Communicate with facilitators.
 - vii. Communicate with other learners – peer discussions.

4.2. Non-Functional Requirements

4.2.1 Hosting

- 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.

4.2.2 Security and Compliance

- a) The system's synchronisation with Active Directory must be seamless.
- b) To control user access to the database and application, the system must make extensive use of Windows Authentication and Active Directory Services.

- c) All data should be securely stored and only authenticated users should be able to access or modify it.
- d) Passwords shall never be displayed during the login process or at any other time.
- e) The system must be compliant with the Protection of Personal Information Act (POPIA) and other applicable laws or regulations.
- f) The system must ensure that data is encrypted both at rest and during transmission.
- g) All data captured, processed and stored in the system shall remain the property of Legal Aid SA.

5. COSTING

- 5.1. A detailed costing that breaks down the procurement, implementation, maintenance and support by line item.
- 5.2. Once-off cost and recurring monthly fees for a period of five years must be clearly indicated.
- 5.3. Costing must be indicated clearly and unambiguously. All costs submitted should be VAT inclusive, if you are a VAT vendor.
- 5.4. The number of units (e.g., hosting licences) must be specified if they are limited in any way. Any unit costs (e.g., costs for additional user licences or server or additional desktop support, installation and configuration, migrating existing data from current solution to new, training, support and maintenance) must be explicitly quoted.
- 5.5. Costing must be in South African Rands.

6. RFI SUBMISSION INFORMATION

- 6.1. RFI responses should be submitted to the below address at the tender box situated at reception and clearly marked:

LEGAL AID HOUSE
29 De Beer Street
Braamfontein
Johanneburg
2017

END OF REQUEST FOR INFORMATION DOCUMENT