

REQUEST FOR INFORMATION

RFI NUMBER: RFI005/INSETA/21

REQUEST FOR INFORMATION: WEB AND MOBILE APPLICATION DEVELOPMENT SERVICES

This RFI calls for suitably qualified suppliers to provide information to INSETA regarding a Request for Information on Web and Mobile Application Development Services

Issue date: 15th October 2021

Closing Date: 20th October 11:00

For enquiries contact INSETA Supply Chain Management E-mail: bids@inseta.org.za

This RFI is an invitation for person(s) to submit information(s) for the provision of the services as set out in the Specification contained herein. Accordingly, this RFI must not be construed, interpreted, or relied upon, whether expressly or implicitly, as an offer capable of acceptance by any person(s), or as creating any form of contractual, promissory or other rights. No binding contract or other understanding for the supply of services will exist between INSETA and any Respondents unless and until INSETA has executed a formal written contract with the selected supplier.

INSETA

REQUEST FOR INFORMATION (RFI)

RFI NUMBER	: RFI005/INSETA/21
RFI TITLE	: REQUEST FOR INFORMATION ON WEB AND MOBILE APPLICATION DEVELOPMENT SERVICES

EXPECTED TIMEFRAME

RFI PROCESS	EXPECTED DATES
RFI Advertisement Date	15th October 2021
RFI Available from	15th October 2021
Compulsory Briefing Session Date & Time	N/A
Venue for Briefing Session	N/A
RFI Closing Date and Time	20th October 2021 at 11:00
Delivery Venue: Electronics Submission	bids@inseta.org.za
Contact details	bids@inseta.org.za

INSETA retains the right to change the timeframe whenever necessary and for whatever reason it deems fit.

Respondents interested in participating must register their interest by providing company name, contact person, telephone, cell number and email address to INSETA, please indicate RFI number on the subject line. This will ensure that any addenda and clarification to this RFI are communicated to all participants.

1. MANDATORY DOCUMENTS

1.1 Proof of registration on CSD report (Central Supplier Database)

2. DEFINITIONS

- 2.1 “**RFI**” - a request for information, which is a written official enquiry document encompassing all the terms and conditions of the information in a prescribed or stipulated form.
- 2.2 “**RFI response**” - a written response in a prescribed form in response to an RFI.
- 2.3 “**Respondent**” – any person (natural or juristic) who forwards an acceptable RFI in response to this RFI with the intention of being the main contractor should the RFI be awarded through a competitive bid process.

3. CONFIDENTIALITY

All information related to this request for information both during and after completion is to be treated with strict confidence. Should the need however arise to divulge any information gleaned from the service which is either directly or indirectly related to the INSETA, written approval to divulge such information will have to be obtained from INSETA.

The Respondents must ensure that confidential information is: maintained confidential; not disclosed to or used by any unauthorised person; so as to prevent any disclosure or unauthorised use with at least the standard of care that Respondents maintain to protect their own confidential information; only used for the purpose of considering and responding to this RFI; and not reproduced in any form except as required for the purpose of considering and responding to this RFI. Respondents must ensure that: access to confidential information is only given to those of its partners, officers, employees and advisers who require access for the purpose of considering and responding to this RFI; and those partners, officers, employee and advisers are informed of the confidential information section and keep that information confidential. This bid remains at all times the property of the INSETA. No rights other than as provided in this bid and in respect of the confidential information are granted or conveyed to bidder/s

Name of Respondent: _____

Physical Address: _____

Respondent's contact person: Name: _____

Telephone: _____

Mobile: _____

Fax.: _____

E-mail address: _____

3. The manner of submission of the RFI

- 3.1 Respondent shall submit RFI response in accordance with the prescribed manner.
- 3.2 Respondent shall submit one **emailed submission** including relevant supporting documents.
- 3.3 The original copy must be signed by an authorised employee, agent or representative of the respondent.
- 3.4 The subject line on the email submission must be clearly marked with the responding organisation's name and RFI number and description of RFI.
- 3.5 Respondent must clearly outline costing implications of the solution required, as well as any economic factors (i.e. exchange rate implication) that may pose a risk impact against said costing.

4. BACKGROUND

- 4.1 The Insurance Sector Education and Training Authority (INSETA) is a public entity listed in schedule 3A of the PFMA and was established in March 2000. The INSETA must, in accordance with any prescribed requirements to perform in accordance with the Skills Development Act (SDA), the Skills Development Levies Act (SDLA), the Public Finance Management Act (PFMA), any other relevant legislation and the Constitution.
- 4.2 The Insurance Sector Student Fund (ISSF) was conceptualised to respond to the direct crisis of funding in higher education institutions to increase the opportunities for those who wish to pursue academic studies at universities and universities of technology (HEIs), and Technical, Vocational Education and Training (TVET) colleges to increase the skills pipeline in the insurance and related sector.
- 4.3 The establishment of such a Fund could not have come at a needed time with the COVID-19 pandemic that has negatively affected the economy. The ISSF is a national fund, managed by INSETA, that is intended to massify the scale of bursary opportunities for people wishing to study at the Higher Education (HEIs) and Further Education (TVET) institutions.
- 4.4 The Fund will position the Insurance Sector as a strategic contributor to the socioeconomic challenges to build current and future skills capabilities.
- 4.5 The Fund will provide opportunities for bursaries at public and in some cases, private HEIs and public TVETs over and above the bursaries that are offered by INSETA.
- 4.6 The Fund will include the full bursaries, support programme which includes mentorship, student support and coaching for the beneficiaries to achieve the highest throughput rates. These key areas will only be possible with a communication tool designed specifically to facilitate this program.
- 4.7 INSETA therefore wishes to develop an APP to keep all interested parties informed of the project, monitor/track learner progress and sponsors support, online career counselling and coaching advice as well as employment opportunities.

4. SCOPE OF SERVICES FOR RFI REQUIREMENTS

The INSETA requires a Service provider to design, develop and support a mobile & web accessible APP. The purpose of the APP will assist the INSETA, with communication sharing information between students and sponsors.

The functionalities of the proposed application should be, but not limited to:

4.1 Key Tabs in the APP

4.1.1 Home Screen

Login Page

- a) Ability to register – learner information in accordance to POPI ACT
- b) Ability to register company information (drop down functionality)
- c) Selection of employed and unemployed students
 - Employed Students (To access information related to their assigned employer only)
 - INSETA (To access all students)
 - Sponsors & Guests (To access own students)

4.2 Main Dashboard

4.2.1 Home Screen

4.2.2 My Profile

- a) INSETA
- b) SPONSOR
- c) STUDENT

4.2.5 INSETA Allumnis

4.2.6 Communication & Events

- a) Join a Think Tank Discussion group
- b) Apply for a Bursary (2022)
 - Our Entry Requirements
 - Application form
 - Upload Functionality

4.2.7 Gallery

4.2.8 Logout

4.3 Requirements

Included in the Design of the APP must be the following associated requirements:

- 4.3.1 Consult with INSETA Project Team on the Requirements of the APP
- 4.3.2 Design the APP Specifications and rules
- 4.3.3 Advise and Guide INSETA on the platforms to be utilised for the APP and relevant costs associated in terms of any license fees and any other related costs
- 4.3.4 Conduct User Testing of the APP with all relevant stakeholders

- 4.3.5 Post Implementation of the APP – the service provider will be expected to manage the APP and its functionality on a monthly basis and provide costing on this
- 4.3.6 Posting LIVE updates and enhancements must be included
- 4.3.7 APP maintenance and user support services must be included
- 4.3.8 Back-Up and Disaster Recovery
- 4.3.9 Disclaimers for POPI Act - Ensure that there are disclaimers (POPI) included in all functionality that gives access of information to 3rd parties (3rd Parties will only be INSETA and the linked Sponsor)
- 4.3.10 Development & Customisation every Quarter to a max of 30 hours
- 4.3.11 Link APP to INSETA website, and Sponsors web pages
- 4.3.12 The APP must be compatible to Android and IOS
- 4.3.13 The APP must be downloadable on the APP store

4.4 The APP will allow Sponsors to:

- 4.4.1 view and monitor the students linked to the company
- 4.4.2 Monitoring learners performance / progress
- 4.4.3 Invite Learners to the Workplace for Vacation work under Events tab
- 4.4.4 Post information about the company on the Communications Tab
- 4.4.5 The APP must have a think tank discussion platform tab, this will help sponsors to evaluate the students thinking process and engagements on various topics.

4.5 The APP will allow INSETA to:

- 4.5.1 Do everything that is featured in 4.4 and;
- 4.2.3 About INSETA
 - a) Inseta Reporting (only accessible by INSETA)
- 4.2.4 About our students
 - a) Student Progress Tracker (Only accessed by INSETA, Student or Sponsor)
 - b) Student Support (Create a Link to the Provincial Project Managers email)
 - c) Career Counsellor (Make an Appointment (Create a link to the Career Counsellors email)
 - d) Industry Mentors (Make an Appointment (Create a link to the Mentors email)
 - e) Our Partners & Sponsors:
 - Company Sponsors
 - Affiliated Higher Education Institutions
 - Public Institutions
 - Private Institutions
 - Affiliated TVET Colleges
 - Public Institutions
 - Private Institutions
 - f) Affiliated INSETA Skills Development Providers
- 4.5.2 Affiliated Professional Bodies & Industry Associations
- 4.5.3 Allow INSETA main user rights to upload information of interest to all parties under all tabs

- 4.5.4 Notify INSETA APP administrator of student or sponsor questions and be able to respond during business hours

4.6 The APP will allow Students to:

- 4.6.1 Communicate with INSETA APP administrator.
4.6.2 Communicate with other students in a chat room for students studying across universities
4.6.3 Request support and assistance from INSETA related to their studies
4.6.4 Upload their terms results on the APP (to be seen by INSETA and the sponsor)
4.6.5 Apply for vacation work with the sponsor

5. GENERAL INFORMATION

Enquiries in respect of this RFI should be addressed to:

SUPPLY CHAIN MANAGMENT

E-mail: bids@inseta.org.za

All queries MUST be e-mailed

END OF THE REQUEST FOR INFORMATION DOCUMENT