



**REQUEST FOR INFORMATION (RFI) FROM SERVICE PROVIDERS TO DEVELOP AN EDUCATION SECTOR TELE-HEALTH SOLUTION**

**BID NUMBER: NECT/2022/03/001**

**RFI SUBMITTED BY:**

Name of Company: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Contact Numbers: (Cell) \_\_\_\_\_ (Tel) \_\_\_\_\_

E-mail: \_\_\_\_\_

<b>NECT: SCM ENQUIRIES</b>	<b>TECHNICAL ENQUIRIES</b>
<p>Contact person: Mr. Siphelele Zikhali</p> <p>Tel: 012 752 6200</p> <p><b>SUBMISSIONS : HEAD OFFICE (GAUTENG)</b> Ground Floor Block D, Lakefields Office Park 272 West Avenue Centurion, 0163</p>	<p>Contact Person: Ms. Ntongolozzi Bembe</p> <p>Tel: 031 313 3100</p> <p>Email: <a href="mailto:ntongolozzi@miet.co.za">ntongolozzi@miet.co.za</a></p>
<p><b>TENDER BRIEFING SESSION</b></p> <p>(Interested service providers need to confirm attendance by providing email addresses to Ntongolozzi Bembe (<a href="mailto:ntongolozzi@miet.co.za">ntongolozzi@miet.co.za</a>) by <b>09 March 2022</b>.)</p>	<p><b>10 MARCH 2022, 14h00pm</b></p>
<p><b>CLOSING DATE: 24 MARCH 2022</b></p> <p><b>CLOSING TIME: 11H00am</b></p> <p><b>TENDER VALIDITY: 90 DAYS</b></p>	<p>A proposal posted or couriered (at sender's risk) to the NECT, PO Box 11150, Die Hoewes, 0163, in good time so as to reach the Trust before the above-mentioned closing date and clearly indicated <b>"Attention: Supply Chain</b></p>

	<p><b>Management Unit”,</b> may be accepted on condition that it is placed in the correct Tender box before the closing time, it being understood that the Trust disclaims any responsibility for seeing that such bids are in fact lodged in the Tender box.</p>
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### **1. REQUEST FOR INFORMATION**

The National Education Collaboration Trust (NECT) herewith invites proposals from interested service providers to submit proposals for the development of a Tele-Health service specifically for the education sector, to cater for both educators and learners. This initiative is intended to augment the already existing Integrated School Health Programme (ISHP) by providing psycho-social support services to educators and learners to be accessed via electronic devices. This intervention aims to alleviate the psycho-social stress associated with teaching and learning in the 21st century (along with the many related tentacles), as well as teaching and learning under the COVID-19 pandemic.

### **2. ENTITY BACKGROUND**

The NECT was formed in July 2013 as a response to the call by the National Development Plan (NDP) for increased collaboration among stakeholders to improve educational outcomes.

The NECT is an organisation dedicated to strengthening partnerships within civil society and between civil society and government in order to achieve South Africa’s national goals for basic education. It strives both to support and to influence the agenda for reform of education.

The organisation is based on the principle that collaboration and focused effort by important role players increases our power as a nation to secure the changes needed to deliver good education to all our children.

NECT’s point of departure is that government and civil society have different but complementary roles to play in relation to education. The provision of basic education for the general population is the responsibility of the government which is uniquely equipped to fulfil this overarching mandate. Civil society, with its diversity and flexibility, is able to support government by innovation and accelerated delivery. Civil society becomes more relevant and more influential when channelling its efforts in a coordinated way into the national education system.

### **3. BACKGROUND TO THE REQUIREMENT EDUCATION SECTOR TELE-HEALTH PLATFORM**

Healthy children learn better and learn more. Yet, many of the children and youth in South Africa face enormous health challenges that present as barriers to their learning and development.

According to the United Nations (UN) Committee on Economic, Social and Cultural Rights, the right to health contains the following interrelated and essential elements: availability; accessibility; acceptability; and quality. School-based health services provides access to health care for children and youth in schools, and also has a positive impact on physical and mental health outcomes for children and adolescents.

The Department of Basic Education (DBE) in partnership with the Department of Health (DoH), aims at offering a comprehensive and integrated package of services to learners through the Integrated School Health Programme (ISHP). However, several challenges hinder the delivery of these services, including insufficient staff, resulting in infrequent school visits by the school health nurses, limited mental health assessments because of lack of facilities and resources, and referral systems that are

not able to respond to identified health needs. Important to note, the ISHP is most focused on the learner wellbeing, thus leaving behind the educators, who too, require the provision of health and mental wellness support.

It is against this background that the DBE, together with its partners: United Nations Children's Fund (UNICEF), MIET Africa and the NECT, seeks to develop a Tele-Health service specifically for the education sector, to cater for both educators and learners. This initiative is intended to augment the already existing ISHP by providing psycho-social support services to educators and learners to be accessed via electronic devices. This intervention aims to alleviate the psycho-social stress associated with teaching and learning in the 21st century (along with the many related tentacles), as well as teaching and learning under the COVID-19 pandemic.

#### **4. SUBMISSION AND PROCESSING OF PROPOSALS**

- a) All proposals must be submitted on **company letterheads**.
- b) All service providers must submit **their B-BBEE Verification** Certificates from Verification Agencies accredited by the South African Accreditation System or a Registered Auditor approved by the Independent Regulatory Board of Directors (IRBA) OR AN Accounting Officer as contemplated in the Close Corporation Act (CCA) in order to claim preference points or sworn affidavit for B-BBEE exempted micro enterprises.
- c) **Late and incomplete submissions** will not be accepted.
- d) In bids wherein the **consortiums and joint ventures** are involved, an agreement fully signed by all partners involved must be submitted.

#### **5. REASONS FOR DISQUALIFICATION**

A service provider may be disqualified for failure to comply with the following:

- a) Provision of a valid Tax clearance certificate by the closing date.
- b) Submitting information that is fraudulent, factually untrue, or inaccurate.
- c) Failure to attach a declaration of interest.
- d) Failure to attach company registration (for both parties in case of joint venture/consortium).
- e) Failure to attach a B-BBEE certificate or sworn affidavit.
- f) Failure to attend a compulsory virtual briefing session.
- g) Failure of service provider to indicate previous experience in software development / application customisation.

#### **6. OBJECTIVE AND SPECIFICATIONS OF THIS RFI**

The purpose of this RFI is to receive proposals for the development of a Tele-Health Solution for the education sector that will provide a free, online, interactive end-to-end service for its educators and learners. Therefore, the DBE and its partners, seeks and requires an off-the-shelf, customisable online solution.

The process will comprise two (2) stages:

##### **Stage 1:**

- a) Submission of short proposals for an online Tele-Health solution, that is fit for the described purpose.

- b) Short-listed service providers will be invited to present their solution to the Tele-Health Steering Committee. The Tele-Health Steering Committee comprises representatives from the key partners, namely DBE, NECT, UNICEF and MIET Africa.

**Stage 2:**

- a) Following above presentation, successful service providers will be invited to submit a detailed and costed proposal for their proposed solution.
- b) Full proposals will be evaluated and successful service provider/s appointed.

**Tele-Health Service Overview**

The Tele-Health service will create a safe and confidential space for teachers and learners to access services and support that will aid in dealing with health and psycho-social challenges.

**Purpose:**

Through the Tele-health service, the DBE will advance the care and support mandate to educators and learners by:

- a) Contributing towards educator health and psycho-social wellness, therefore, resulting in improved productivity and job performance; and
- b) Contributing towards learner health and psycho-social wellness, therefore, resulting in improved learner performance and ultimately, learner retention in schools.

**Objectives:**

- a) To encourage and maintain the well-being and productivity of educators by providing confidential assistance or short-term counselling to those who are experiencing health, personal or work-related problems.
- b) To encourage and maintain the well-being and productivity of learners by providing confidential assistance or short-term counselling to those who are experiencing health, personal and school-related incidents.
- c) To contribute to a safe, caring and supportive environment conducive to teaching and learning.
- d) To provide an effective management tool that enables informed decision-making, planning and programming.

**Output:**

A Tele-Health service that will address each of the above objectives.

**Intended Users:**

The Tele-Health service is intended for both educators and learners, using a phased approach to implementation:

- *Phase 1: Pilot Phase*

*Support for educators and learners*

Initially, the platform will provide support for targeted educators and learners, with a focus on the psychosocial support element, since this underpins all other social issues. to include learners.

This phase will assist in addressing any teething issues, before broadening the reach and scope of the solution.

- *Phase 2: Scale-up Phase*

*Use of platform opened for mass use*

The solution will be opened up more widely and support will be provided for issues related to mental health and well-being, sexual reproductive health, Gender-Based Violence (GBV), bullying, substance and alcohol abuse issues, among others.

## 7. SCOPE OF WORK

SERVICES REQUIRED
a. Develop a Tele-Health platform that will provide a free, online, interactive end-to-end service for its educators and learners
b. Procurement /further development of an off-the-shelf, customisable online platform;
c. Registration of all users of the platform;
d. Provide booking/scheduling of sessions;
e. Schedule and provide reminders of follow-up sessions;
f. Categorise platform users;
g. Provide a <i>directory book</i> of other services within the care and support scope;
h. Pin the geographical location of users (province, district, municipality, school etc);
i. Provide a live database of all the users who have accessed the platform/service for monitoring and evaluation purposes;
j. Customisation according to steering committee and technical advisor requirements and inputs;
k. Provision of ongoing maintenance and support services for the platform and end users.

## 8. EVALUATION METRICS & CRITERIA

In terms of good corporate governance, a supplier should not be appointed where there is an existing real or perceived conflict of interest. Confirmation is required from each service provider that there are no existing or perceived conflicts of interest affecting independence.

- a) This RFI will be conducted in accordance with NECT procurement policy.
- b) Shortlisted service providers will be invited to provide a presentation to the NECT on their proposed solution, at their own cost.
- c) In accordance with the NECT procurement policy, the proposal evaluation process shall be carried out in two (2) steps, namely:
  - Step 1: Mandatory requirement
  - Step 2: Functionality evaluation
- d) Service Providers will be evaluated on functionality as spelled out in Step 2 below. The proposals that score points which exceed the minimum threshold provided on functionality will be invited to proceed to Phase 2 (submission of full and costed proposal).
- e) The evaluation criteria for the assessment of the proposals will be based on qualitative and quantitative aspects of the proposal.

## 9. SUBMISSION REQUIREMENTS

### Step 1: Mandatory requirements

The failure to meet the following requirements or to provide the information requested below, may lead to an immediate disqualification.

The following documents must be attached with the submission:

- a) BBBEE Certificate or Exempted micro enterprise certificate signed by Registered auditor.
- b) Tax clearance certificate
- c) Declaration of interest
- d) Company registration documents including Identity documents of directors.
- e) Banking details – original cancelled cheque or bank statement/ confirmation letter

## Step 2: Functionality Evaluation

Minimum required score for functionality is 75 points out of 100 points and any bidder scoring less than 75 points will not be considered for further evaluation.

CRITERIA	MAX POINTS
<b>1. Relevant Experience in the bidder's area of expertise:</b> <ul style="list-style-type: none"> <li>• 5 or more years of experience = 20</li> <li>• 3 -5 years of experience = 15</li> <li>• 1-2 years of experience =10</li> </ul>	<b>20</b>
<b>2. Portfolio evidence:</b> Portfolio evidence or reference letters (on letterhead) from reputable previous clients and organizations: <ul style="list-style-type: none"> <li>• 3 or more letters of reference = 30 points</li> <li>• 2 signed letters of reference = 20 points</li> <li>• 1 signed letter of reference = 10</li> </ul>	<b>20</b>
<b>3. Skills and expertise in application /software development of the service provider. Attach CV's and Qualifications):</b> <ul style="list-style-type: none"> <li>• Providers that can demonstrate <b>three (03)</b> or more resources with any of the following expertise/qualifications:               <ul style="list-style-type: none"> <li>○ Business Analyst / Project Manager / Agile / Scrum Manager</li> <li>○ UI Developer</li> <li>○ UX Developer / Designer</li> <li>○ Graphics Designer</li> <li>○ DevOps / Software Engineers</li> <li>○ QA Engineer</li> </ul> <b>= 30 points</b> </li> <li>• Providers that can demonstrate <b>one (1)</b> resource with any of the following expertise/qualifications:               <ul style="list-style-type: none"> <li>○ Business Analyst / Project Manager / Agile / Scrum Manager</li> <li>○ UI Developer</li> <li>○ UX Developer / Designer</li> <li>○ Graphics Designer</li> <li>○ DevOps / Software Engineers</li> <li>○ QA Engineer</li> </ul> <b>= 15 points</b> </li> </ul>	<b>20</b>
<b>4. Detailed proposal and presentation covering your proposed Tele-health solution (See scoring rubric below)</b>	<b>40</b>
<b>Total</b>	<b>100</b>

SCORING RUBRIC	
SCORING	DESCRIPTION
<b>Very Good: 16-20</b>	Important aspects of the proposal are approached in an innovative and efficient way, indicating that the bidder has outstanding/ knowledge of their area(s) of expertise.
<b>Good: 10-15</b>	The approach is tailored to address the specific objectives and requirements of the proposal and is sufficiently flexible to accommodate changes that may occur during the implementation/ execution. There is a fair degree of detail that demonstrates understanding of the proposed project/ work plan.

<b>Satisfactory: 6-10</b>	The approach does not adequately deal with the critical characteristics, aims and objectives of the project. Key contents/ activities are included in the activity schedule but are not sufficiently detailed.
<b>Poor: 1-5</b>	Proposal/work plan is poor and is unlikely to achieve project objectives and requirements. The plan omits important components/ content/ tasks and correlation among them are inconsistent with the approach paper/ proposal. There is lack of clarity and logic in the proposal/ sequencing.