



**REQUEST FOR COMPETITIVE
PROPOSALS FOR THE
PROCUREMENT AND
IMPLEMENTATION, MAINTENANCE
AND SUPPORT OF AN ADVANCED
LEARNING MANAGEMENT SYSTEM
(LMS) AT MALUTI TVET COLLEGE
SCOPE OF WORK**

1. PURPOSE

The purpose of this submission is to request the procurement and implementation of a more advanced Learning Management System (LMS) to enhance the blended learning experience at Maluti TVET College. While the current LMS has served us adequately to date, the evolving needs of the college necessitate a more advanced and robust LMS.

2. PROFILE OF MALUTI TVET COLLEGE

Maluti TVET College, established on 1 September 2002, is a public Technical and Vocational Education and Training (TVET) institution situated in the Thabo Mofutsanyana District Municipality in the Eastern Free State province of South Africa. The vision of the college is to provide excellence, innovation and success that inspires entrepreneurship and employability to transform lives. The College is a multi-site Technical Vocational Education and Training (TVET) provider where seven of the eight campuses are situated in rural areas. The College offers various programmes, including NATED (National Accredited Technical Education Diploma), NCV (National Certificate Vocational), Skills and Occupational Programmes.

Maluti TVET College has eleven (11) sites that comprise of Corporate Office and Central Office, eight (8) college campuses (Bethlehem, Bonamelo, Harrismith, Itemoheleng, Kwetlisong, Lere-La-Tshepe, Main and Sefikeng) and also Centre for Entrepreneurship and Rapid Incubation (CFERI) centre. Five of the campuses including CFERI centre and Central Office are located in Qwaqwa. The other two campuses (Harrismith) are in Harrismith and Sefikeng (Farm Campus) is located on the road between Harrismith to Qwaqwa. The last two sites (Corporate Office and Bethlehem campus) are situated at Bethlehem.

3. CURRENT ENVIRONMENT

A transition to a modern Learning Management System (LMS) would represent a strategic shift from simple content hosting to fostering a holistic and engaging learning ecosystem. Here's how such a platform would directly address each of the identified shortcomings.

- **Bite-Sized Learning:** The challenge noted is that the current system's course structure can be monolithic, making it cumbersome for creating and consuming microlearning content.
- **H5P Integration:** The lack of robust integration for interactive content creation tools like H5P limits the potential for dynamic student engagement. Modern platforms are built with microlearning in mind. This allows educators to easily create, tag, and assemble small, focused learning assets (e.g., a 3-minute video, a short PDF, a quick poll).
- **Advanced Online Assessments:** Standard quiz formats found in the existing system are often insufficient for truly evaluating higher-order thinking and practical skills application.
- **Outdated Interface:** A clunky User Interface (UI) and a poor User Experience (UX) can be a major barrier to adoption for both staff and students. The hallmark of a modern LMS is a clean, intuitive, and user-centric design. They often resemble familiar social media or content streaming platforms, requiring minimal training to navigate. Features include personalized dashboards, clear navigation, and powerful search functions.
- **Limited Mobile Capabilities:** The current LMS has limited mobile capabilities, whereas a modern LMS should provide a seamless experience on various devices. Contemporary platforms are designed with a "mobile-first" philosophy. This goes beyond a simple responsive website. They offer dedicated, full-featured native apps (for iOS and Android) that support offline content access, push notifications for deadlines and announcements, and an interface optimized for small touchscreens.

4. CONTRACT PERIOD

Maluti TVET College is looking to enter into a contract with a reputable service provider for the procurement, implementation, and ongoing support and maintenance of an advanced Learning Management System (LMS). The contract period shall be for a minimum of two (2) years, with potential for extension based on performance and college needs.

5. SCOPE OF WORK

Maluti TVET College is seeking proposals for an advanced Learning Management System (LMS) that addresses the current limitations and enhances the blended learning experience. The successful service provider will be responsible for:

5.1 System Procurement and Implementation:

- Supplying and implementing a modern, robust, and scalable LMS.
- System configuration to align with Maluti TVET College's academic and administrative requirements.
- Ensuring the LMS supports bite-sized learning and efficient delivery and management of microlearning modules.
- Providing robust and seamless H5P integration for interactive content creation (interactive videos, quizzes, etc.).
- Offering advanced online assessment features, including diverse question types, sophisticated automated grading, scenario-based assessments, adaptive testing, and comprehensive reporting.
- Presenting a user-friendly and intuitive interface for both educators and students to promote widespread adoption and effective use.
- Ensuring seamless mobile capabilities, providing an optimal experience on various devices (smartphones, tablets, etc.).
- Ensuring the LMS has capabilities for incorporating and managing e-books, providing seamless access and an enhanced reading experience for students.
- Integration with Coltech MIS (SQL back-end) for seamless data flow.

- The LMS system must have the ability for IISA administration staff to have total system access, oversight and management with ability to generate reports. Abilities include adding, modifying or removing other users including institutions, examiners, external markers, moderators and students.
- Online Registration and Profile Management: The college must be able to register students online and upload examination papers directly to each student's profile.
- Student Access Portal: Student user accounts must provide secure online access to current examinations and final results. The portal should also allow students to download and print relevant documents, including their complete academic history.
- Question Bank Management: The system will enable examiners to log in to a secure question bank to add, update, or delete examination questions. This access can be universal or restricted to specific courses or curricula.
- External Marker and Moderator Portals: The system must provide a secure portal for external markers to access assigned student exams, perform online marking, and upload the final results.
- Similarly, moderators must have the ability to log in, download examinations for moderation, and upload their moderated results and reports.

5.2 Data Migration:

- Migrating all existing data from the current Moodle LMS to the new advanced LMS. This includes, but is not limited to, user accounts, course content, grades, and historical data.

5.3 Training and Support:

- Providing comprehensive training for all staff (educators and administrators) on the effective use of the new LMS. The modality of the training should be provided.
- Additional training will be billed to the college as and when needed.
- Offering ongoing technical support and maintenance for the duration of the contract, including software updates and system maintenance.
- Providing access to a 24/7/365 call centre for technical support.

- Ensuring 24/7/365 monitoring of all services supplied to Maluti TVET College.
- Implementing SMS and email notifications to alert Maluti TVET College IT staff on any errors, faults, warnings, and alarms.

5.4 Infrastructure (if applicable):

- Identifying and advising on any necessary hardware/infrastructure upgrades depending on the chosen LMS.
- Providing the necessary hardware and other services required to set up the LMS, if it is not a purely cloud-based solution.

6. REPORTING

The supplier must provide:

- Monthly service performance reports (against contracted performance metrics and system utilization) within five (5) days after the end of the month under review.
- Reports on student engagement and retention metrics as enabled by the LMS.
- Reports on streamlined administration processes.
- Reports on enhanced institutional reputation.
- These reports must be formally presented at each Service Review Meeting that is to be held monthly no later than fourteen (14) days after the end of the month under review.

7. TECHNICAL COMPLIANCE

Bidders must provide:

- CVs with relevant certifications for LMS implementation and support.
- OEM partnership status and level of partnership for the proposed LMS.
- OEM authorisation letter that indicates the bidder is accredited/authorised/certified to design, deploy, and support the proposed LMS technology.
- An ETA letter that indicates the sourcing, supply, installation, and delivery timelines for the LMS and any associated hardware/software.

- Verifiable references where a similar LMS solution has been deployed successfully, including the following information:
 - Number and size of client base (e.g., number of supported users/students).
 - Services procured by the customers.
 - Reference sites, in South Africa, with contact details.
- A demonstration of how the bidder would support this implementation and migration to give the college peace of mind and confidence in their services and ability to deliver on the proposed solution.
- Legally registered organisation with requisite professional experience and knowledge of Network technologies including Microsoft Windows, Excel, viral protection systems, EMS/LMS operating systems.
- Knowledge of and ability to perform a variety of standard specialized and nonspecialized tasks and work processes that are fully documented, researched, recorded and reported.
- Manage work of a confidential nature and handle large volumes of work.
- Should possess experience of client support, such as, a Help Desk or User Support Unit
- The firm shall have local presence, on the ground to handle emerging issues.