REQUEST FOR INFORMATION

Request for Information for providing technical services to the Jobs Fund for an Information Technology (IT) Service provider to assist with the development, maintenance and hosting of the Jobs Fund IT platform.

PN558

Programme Identification

Name of Client	The Jobs Fund
Reference Number	**PN558**
Name of Sub-Project	Request for Information - Information Technology Service Provider
Contracting Authority	Government Technical Advisory Centre (GTAC), National Treasury
Accountable Officer	Ms. Najwah Allie-Edries
Project Purpose	Request for Information - Information Technology (IT) Service provider to the assist with the development, maintenance and hosting of the Jobs Fund IT platform.

Digitally signed by Najwah Allie-Edries
Date: 2021.03.03 22:12:18 +02'00'

.....

Najwah Allie-Edries

Deputy Director General: Employment Facilitation

Date:...........................

Contents

1 Introduction and Background

The Jobs Fund was announced by the President during the State of the Nation Address on 10 February 2011. The objective of the JF is to co-finance innovative public and private sector initiatives that will significantly contribute to job creation. The JF operates on challenge fund principles, as a catalyst for innovation and investment in new ways of working that directly contribute to long term sustainable employment creation.

The Jobs Fund complements existing efforts by government to combat unemployment with a targeted programme of support for effective labour market interventions and job creation projects in the short to medium term.

As of 01 October 2014, the Jobs Fund is being administered by the Government Technical Advisory Centre (GTAC) in the National Treasury. The Jobs Fund Project Management Office (PMO) is responsible for the management of contracted projects from implementation to closure. An IT platform was developed progressively from 2011 and is currently being utilised by all Jobs Fund internal staff and our contracted Jobs Fund Partners (JFPs) for reporting purposes.

The JF IT platform is a crucial tool that is fully integrated in the Jobs Funds operational structure that allows the Jobs Fund to open online funding rounds (staged approach that includes an appraisal of submitted applications which is workflow based), communicate with approved projects, ensure controls are in place to monitor / evaluate approved projects report on quarterly progress (self-reporting by partners on progress against contracted / projected targets, financial reporting in line with the JF Standard Chart of Accounts (SCOA) requirements, programme level indicators, self-nominated critical path indicators and collection of evidence that is uploaded). In addition, appraisal of quarterly progress reports is conducted to allow for reporting of critical organisational information, recording of project site visit meetings (progress meeting with our approved project partners) and to enforce operating procedures within the Jobs Fund to allow for efficiencies / optimal use of resources.

The main objective of the request for information (RFI) will be centred around IT service providers that have existing (developed) IT platforms that can meet the requirements of the JF. This will be inclusive of further maintenance, support and future system enhancements / new configurations. The JF will potentially play an incubator role in the future that will require the JF to administer services for different clients i.e. we will administer multiple configurations of the same platform for clients.

2 Purpose

The purpose of this RFI is to identify IT service providers with the requisite technical expertise and who have an existing application /solution. The IT service provider will need to be able to maintain, support, enhance and host the IT platform (and if applicable create new configurations of the IT platform should the JF require this).

The JF wishes to solicit new ideas, technologies, solutions that are available to meet the functional requirements set out under section 3.

If the IT service provider is not able to meet the core functional requirements it will be useful for the proposal to include reasons for the limitation and suggestions of more effective methodologies for achieving the core functionalities.

3 Functional Requirements

The functional requirements in order to meet the JF IT platform needs are detailed below:

3.1 Online application and appraisal process

System capabilities to allow for online application submissions that are customisable per funding round. This will be inclusive of an appraisal process that needs to be aligned to the applicable online funding round.

- Online applications – eligibility questions, set of narrative questions and criteria, budget fields, programme level indicator fields, upload capabilities for evidence submission.
    - Submission deadline feature to open / close a funding round;
    - Document upload capabilities to ensure applicable contract documents are uploaded against the project record (catering for a variety of file types and extensions).
    - Online appraisal process – an online evaluation of the submitted applications. The appraisal process may be delegated to more than one resource. Allocation requirement for JF resources to specific evaluation e.g. Finance user allocated to a Financial evaluation section / screen / tab.
    - Generation of an evaluation meeting pack (e.g. memorandum, detail appraisal report etc.) to be presented at approval committees;
    - Reporting capabilities to determine number of applications received, evaluated.
- Contracting process – system capabilities to record contracted financial and performance targets.
    - This will include the ability to record the key contract start and end dates and configure the project to a specific starting report cycle e.g. monthly, quarterly etc.;
    - Dynamic functionality to cater for project exceptions e.g. projects to be extended for a longer period of implementation/reporting.
    - Exception reporting capabilities.

- Document upload capabilities to ensure applicable contract documents are uploaded against the project record (catering for a variety of file types and extensions).

3.2 Client reporting and appraisal

System capabilities to record client progress against contracted financial and performance indicators (as referenced in section 3.1). All users of the system will be setup with a username and password that is authenticated at login. Periodic password updates will be required (best practice security methods to be applied e.g. two phase authentication etc.). The system will require textboxes / fields that will be enabled with applicable validations e.g. word limits, numeric value checks etc.

- Client Reporting
  - Set of textboxes / fields to record project progress / activities or challenges/variances;
  - Financial reporting – record actual monetary values against projected targets for the reporting period;
  - Performance level indicators (Job indicators) –record actual values against projected targets for the reporting period. Performance Indicators will need to be disaggregated into demographic categories e.g. race, age, disability, income bands, province etc.;
  - System to allow for GPS co-ordinates to be recorded and make provision for biometric solutions (to be used for client beneficiary validations e.g. ID validation etc.);
  - Cashflow – budget reconciliation and upload proof of transactions and invoices. This will feature will allow users to provide a motivation (textboxes) for the next tranche of grant funding to be released;
  - Risk Register and Issue tracking – Record major risks or issues that impede the projects progress i.e. risk impact, mitigation actions etc.
  - Document upload capabilities to ensure applicable contract documents are uploaded against the project record (catering for a variety of file types and extensions).
- Submission deadlines – a configuration of reporting cycles to inform submission dates for client reporting;
- Appraisal of client reports
  - Project teams (Project Manager, Legal specialist, Financial advisor and Monitoring and Evaluation specialist) will access the submitted client periodic progress report. Project teams will complete an analysis and motivation in light of the clients request to release the next tranche of funding. This will be completed within specialist sections / tabs that have a set of appraisal guiding notes / textboxes / tables per specialist.
  - Project site Visit – the solution must allow for a Project Site Visit Agenda to be created and record key action / progress points raised. A project site visit report is to be generated as an output for this feature.
  - Compliance checking and attestation – project compliance checks (e.g. have they reported on time – yes / no etc. as defined by the JF) will need to be completed for all submitted client reports. JF project specialist will be allocated their applicable sections to enable them to complete their analysis and attestation i.e. confirming that all progress requirements have been met or are incomplete.

  - Project Meeting tabs – allow for the capture of meeting minutes (textboxes), action items and resolutions. Meeting reports will be generated from the system that will be used to present at the applicable committees.
  - Issue tracking and monitoring – mechanism to allow issues to be recorded, tracked and progress updated on a periodic basis. These issues could emanate out of project site visits, committee meetings, project audits etc.
  - Project Governance – fields to allow key project governance issues to be disclosed and attested by project teams. Evidence of project governance documents to be uploaded and linked to a project record.
  - Payment file generation – there will be a possible future requirement for a payment file to be generated based on project needs. The payment file will be used to process monetary payments (through an external payment system) and should include information such as the ID number, amount to be paid, banking modalities etc. that would be captured within the solution. The payment file will need to be exported to allow for import into the external payment system.
- Client communication – allow for communiques to be sent via the system (audit trail) – trigger based or manual execution requirement.

3.3 Dashboard and Ad hoc reporting

System capabilities to allow for the generation of datasets that will be used for JF reporting requirements.

- Dashboard reporting
  - Key indicators to be visually represented in a three tier Dashboard view
    - Executive view – financial / performance indicators and demographics to be displayed in a printable format. Real time updates;
    - Project view – a project management view of projects allocated to specialists;
    - Client view – client view will display progress against contracted financial and performance indicator targets i.e. for the current reporting period, year to date, inception to date and over the life of the project.
  - Needs to be integrated into the solution.
- Ad hoc reporting
  - Data export capabilities to allow for JF reporting requirements. To be generated in Excel format.
- Process driven reporting
  - Automation or trigger based reports will be a requirement in specific scenarios.

The solution will need to have the ability to export or import data files processed from other external systems.

Note: The system is to be hosted within a cloud based environment and will be accessible via the internet.

In addition, the IT service provider will be responsible for (but not limited to):

- System migration / customisation expertise; Database administration; System Development expertise; IT auditing;

4 Responsibilities and Functions

Please note that the Intellectual Property that will be developed by the IT Service Provider for the Jobs Fund, will remain the property of the Jobs Fund.

The IT service provider shall be responsible for the following matters:

4.1 Implement and configure the solution for the Jobs Fund

a) The IT service provider will need to demonstrate in their proposal how the solution meets the JF requirements;
b) Provide a high level project plan for the implementation of the solution (including timeframes).
c) Demonstrate in their proposal how the IT hosting environment (cloud hosting) is configured and how best practice methodologies are applied to safe guard JF data.
d) Demonstrate in their proposal the IT service providers Disaster and Recovery strategy (including how backup and restores are executed).
e) Detail in their proposal the applicable IT human resources available or at the disposal of the IT service provider to assist the JF in further development or enhancement of the solution.

4.2 Setup of Reporting capabilities

a) The IT service provider will also be required demonstrate in their proposal the solutions reporting capabilities e.g. data export functionality, customised dataset generation, automated reporting and Dashboards etc.

4.3 Archiving, Security and IT auditing

a) The IT service provider will need to demonstrate in their proposal their data / document archiving strategies / functionality within the solution.
b) The IT service provider to detail in their proposal how they make use of best practice security methods to safe guard JF data e.g. login profiles, two phase authentication, IT host environment etc. and ensure that the IT platform is compliant with the applicable regulations e.g. POPI Act, Protection of Information Act etc.

5 Submission requirements

Applicants are required to indicate the following:

- A brochure / documentation / proposal of the solution demonstrating functionality and customisation (as per section 3);
    - Tabulate your responses to section 3 clearly indicating if the proposed solution meets the current specifications or the alternative methodologies/functionality being proposed.
- Company profile including projects undertaken and areas of expertise / experience highlighted;
- Client references where the solution has been implemented in the last 5 years.

6 Contracting Authority

The Contracting Authority will be the National Treasury Government Technical Advisory Centre (GTAC).