



BID NUMBER	ECIC02P-2025/26
NAME OF BID	E-LEARNING PLATFORM INCLUDING COURSEWARE, SUPPORT AND MAINTENANCE FOR THREE YEARS
QUESTIONS AND ANSWERS	

The following questions were received by the Export Credit Insurance Corporation of South Africa (SOC) Limited (ECIC) on the abovementioned bid, and are hereby responded to as follows:

Number	Question	Reference	Response
1.	Hello there, XXXX [Name redacted by ECIC] is a global EdTech company interested in participating in this BID. We have a few questions on the RFP, and the same is attached. Kindly review and revert on the same. Looking forward to hearing from you soon. Best,		
	1.1. Data Migration and Legacy Systems		
	1.1.1. Does ECIC currently use any e-learning platform or LMS? If yes, will data from the existing system (e.g., user progress, course completions, certificates, etc.) need to be migrated to the new system?		We do have a system we were using, and there is no migration expected from the appointed bidder.
	1.1.2. If data migration is required, can ECIC specify the format and volume of the data to be migrated (e.g., number of users, course records, file formats)?		There is no migration required.



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	1.1.3. Are there any legacy integrations with HR or talent systems that need to be considered for migration or compatibility?		There are no integration from any of our HR systems.
	1.2. 2. Custom Course Development (Annexure B)		
	1.2.1. Could ECIC clarify whether 'off-the-shelf' includes courses that were originally built for a global audience, but which can be lightly localised (e.g., inserting South African law references) — or must such courses be considered 'to be developed'?		The off-the-shelf courses are standard courses already developed and available on the Learning Management System (LMS). It can either be on a global audience or South African content.
	1.2.2. Does 'customisation' refer only to branding and contextual examples, or must the bidder write the legal and statutory content from scratch?		This list of customised content must be in South African content. They can be developed from scratch or be already available. For example, some providers can have POPIA training already available, and there is no need for development in that case.
	1.3. Integration Requirements		
	1.3.1. Aside from Active Directory for SSO, are there any other systems that the LMS must integrate with (e.g., HRMS, payroll, compliance tracking, reporting systems)?		There is no integration with any HR system or payroll.



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	1.3.2. Will the LMS be expected to integrate with any third-party APIs for course content, credentialing, or compliance reporting?		There is no integration with any Third-party.
	1.4. Hosting & Data Residency		
	1.4.1. Is there a preference for local (South Africa-based) data hosting to meet compliance with POPIA, or is offshore cloud hosting acceptable?		There are no preferences for hosting, but cloud hosting is recommended to ensure security and always-on availability.
	1.4.2. Our solution is a cloud-based SaaS offering, are there specific compliance expectations regarding data backup frequency, redundancy, and disaster recovery?		No specific cloud-based hosting.
	1.5. Certificate Ownership & Export		
	1.5.1. Beyond ECIC-branded learner certificates, will there be a need for certificate verification or exportability for external stakeholders (e.g., SETA, compliance bodies)?		There is no accredited requirement, and no SETA certification is required.



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2.	Good morning ECIC Procurement Team, We trust this email finds you well. Our company, XXXX (XXX) [Name redacted by ECIC], is responding to the tender for the provision of a digital learning platform and courseware. Unfortunately, we were unable to attend the compulsory briefing session that took place on 31 July 2025. We would be grateful if you could provide us with a copy of the questions and answers from that session to ensure we have all the necessary information for our submission. In the meantime, we have compiled a list of questions for which we would appreciate your clarification. Questions from XXXX (XXXX) [Name redacted by ECIC]		The briefing held last week (31 July 2025) was not compulsory. The questions asked during the briefing session are incorporated into this document.
	2.1. General Requirements		
	2.1.1. Role-Based Access: Are there any other specific user roles beyond Administrator and Learner that need to be supported (e.g., Line Manager, Content Creator, Reporting Analyst)?		There are no additional user roles except for those listed on the RFP document.



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	2.1.2. Course Feedback: What specific functionalities are expected for learners to "search existing modules" and provide "feedback"?		The courses must be grouped between off-the-shelf and customised courses with an assessment or quiz at the end of the course. Additional feedback evaluation must be done after each course. Please refer to the RFP scope of work.
	2.1.3. Cloud Hosting: We note the option for cloud hosting. Is there any specific hosting cloud provider from ECIC?		The cloud hosting must be provided by the appointed bidder as per the RFP.
	2.1.4. Integration: Will the platform need to integrate with any other internal ECIC systems apart from Active Directory?		Only Active Director and no other integration.
	2.1.5. Branding: Can ECIC provide us with an example or a template of the Corporate Identity (CI) manual so we can factor the platform and courseware branding requirements into our proposal?		ECIC will provide the appointed bidder with the Corporate Identity manual.
	2.1.6. ECIC Content: For the "Onboarding/Induction" course, as outlined in Table 81.2 of the tender document, can you provide an estimate of the volume of content		ECIC will provide PowerPoint slides from all business units of less than 150 pages.



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	and the format in which it will be provided?		
	2.1.7. Course Content: What are the specific requirements for multimedia content (video, gif, images)? Will ECIC provide stock assets, or is the bidder responsible for sourcing and licensing these?		Licensing must be done by the bidder as per the RFP. The content must be in multimedia use of videos, GIFs and/or animation.
	2.1.8. Course Content: What is the preferred format for the delivery of the content files at the end of the contract (e.g., source files, SCORM packages, other formats)?		Ant delivery content will be fine as long as the format is user-friendly to users.
	2.1.9. Courses: Does ECIC have any specific requirements for Accessibility of the courseware for learners with disabilities?		There are no special requirements for accessibility.
	2.1.10. POC Courses: For the requirement of five courses as part of the Proof of Concept, should these be newly built for ECIC or can they be a showcase of pre-built courses already developed for other clients?		Customised courses can already be available or developed; however, they must be in the South African context or legislation such as Occupational Health and Safety, and POPIA.



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	2.1.11. Accreditation: Does ECIC expect the vendor to handle the accreditation of courses? If yes, should the vendor also maintain renewals and updates, which usually require extra resources?		We don't require any accreditation for this RFP.
	2.2. Pricing		
	2.2.1. Pricing: Can we confirm that any future customisation outside the agreed scope will be handled on a case-by-case basis?		No additional customisation outside the scope of work on the RFP and no additional payment outside that.
	2.2.2. Pricing: Can customisation be priced separately using a predefined optional rate card?		Customisation can be priced separately but included in the overall costing please refer to the pricing guideline. ECIC will only be liable for the fixed amount as quoted in the submission.
	2.2.3. Pricing: Should bidders provide details of how the lump-sum price for the courses is calculated? Is it preferred to share pricing as a rate card?		Please refer to the pricing guidelines
	We look forward to hearing from you and receiving the briefing session questions and answers. Thank you for your time and assistance. Sincerely,		



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3.	Does ECIC already have a Service Provider providing these LMS/courseware services? Is this for a new service or a renewal?		Yes. The current contract is due to expire in due course. The current contract is a short-term one, and this bid is for the longer term.
4.	If you have emailed documents but have new info now, can you resubmit?		Yes, as long as it is submitted before the closing date and time.