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PanSALB
PAN SOUTH AFRICAN LANGUAGE BOARD

CASE MANAGEMENT SYSTEM

TERMS OF REFERENCE (ToR)

"One nation many languages"

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1. Acronyms

SMART	Specific Measurable, attainable, realistic, and time-bound
PanSALB	Pan South Africa Language Board
ToRs	Terms of Reference
IT	Information Technology

2. Background PanSALB

The PanSALB mandate is derived primarily from the Constitution of the Republic of South Africa ('the Constitution') and the PanSALB Act; other aspects are derived from additional legislation, policies, directives, and prescripts. Sections 6 (5) (a) and (b) of the Constitution of the Republic of South Africa (Act No. 108 of 1996) provide for the establishment of a Pan South African Language Board as follows:

The Pan South African Language Board established by national legislation must:

- promote and create conditions for the development and use of all the official South African languages, the South African Sign Language (SASL), the Khoi, Nama, and San languages
- promote and ensure respect for all languages commonly used by communities in South Africa, including German, Greek, Gujarati, Hindi, Portuguese, Tamil, Telegu and Urdu Arabic, Hebrew, Sanskrit, and other languages used for religious purposes in South Africa .

Section 181 of the Constitution states the following about the rights of constitutional entities:

- These institutions are independent and subject only to the Constitution and the law; they must be impartial, exercise their powers and perform their functions without fear, favour, or prejudice.
- Other organs of state, through legislative and other measures, must assist and protect these institutions to ensure the independence, impartiality, dignity, and effectiveness of these institutions.
- No person or organ of state may interfere with the functioning of these institutions.

3. Introduction

Linguistics' Human Right Division is a Unit within PanSALB and is mandated to:

- a) Develop and maintain an effective electronic case management system.
- b) Investigate the alleged violations of linguistic human rights
- c) Resolve alleged linguistic human rights violation by either mediation, conciliation or negotiation
- d) Compile monthly, quarterly and annual statistics of the alleged linguistic human rights violation
- e) Organise and conduct linguistic human rights campaigns
- f) Compile a linguistic human rights violation Register

4. Objectives of the Service Provider

The objective is to have a developed an implementable Electronic Case Management System .
The developed Case Management system is expected to:

- a) Atomically generate the case number.
- b) Provide information on the categorising nature linguistic human rights violation.
- c) Capture information on the progress and status of each case reported.
- d) Generate a weekly, monthly, quarterly, and annual reports.
- e) Enable the head Office to view the activities of each provincial office case handling

5. The key functional areas proposed to be developed and implemented in the Case Management System include:

- a) A dynamic setup module that captures 'SMART' indicators at all logical framework levels – activity, output, and outcomes.
- b) Capture case activities and report on outcome at head office and provincial office levels across organizational division/ business units.
- c)

6. Scope of the work

The appointed service provider while undertaking this exercise will be required to fulfil the following activities.

- a) Define, establish, and document full understanding of the scope of work. This shall entail details of the stakeholders involved, the definition of problem domain and the solution: a description of the system to be implemented and the high-level system requirements.
- b) To undertake system design, customization, and testing against the requirements.
- c) To provide user training.
- d) Deploy the system at both the Head Office and provincial offices.
- e) Upon operationalisation, evaluate the system in terms of performance, usability, and accessibility.
- f) Provide two-year system support.

7. Deliverables

The work is expected to commence immediately after the signing of the contract. The Service provider will be expected to submit the following:

- An Inception report highlighting system approach, workplan, design specifications and desk review findings.
- An Interim Report after the development and training of the Case Management systems

- An Implementation report and full rollout of the Case Management System
- A final detail post implementation review report.

The Service provider is further required to provide the following:

7.1. System maintenance

The service provider will be expected to provide maintenance and support for the period of 24 months. The system must be maintained in a way that is always abreast with the latest technology trends. Among other things the service provider will be expected to:

- a) Develop the system to the latest version and/or develop a performance management system.
- b) Develop the portal to https.
- c) Implement a high availability option
- d) Update and implement the disaster recovery procedure

7.2. Reporting

The service provider must develop and configure system analytics that sees, inter alia:

- a) Automated statistics of users that logon the system within a specific date range.
- b) Statistics of cases reported and outcomes thereof
- c) Identify PanSALB reporting requirements and configure the system.

7.3. Support

- a) Continuous support during the duration of the contract.
- b) First and second level server and user support.
- c) Adaptive to cope with changes in software environment.
- d) Corrective fix any errors/bugs identified.
- e) Preventive to increase maintainability in the future.
- f) The system must run/be available 24/7.
- g) Corrective, adaptive, and perfective maintenance.
- h) Ad-hoc reporting as and when required.

7.4. Training

- a) The service provider must train all PanSALB users and provide ongoing training for the duration of the contract.
- b) Must offer training for administrators
- c) Must offer technical training to end users.
- d) Must offer training onsite and online.
- e) User friendly training material/manuals must be provided for participants during training.
- f) Training material must be available in electronic format.
- g) Create customized e-learning platform; and
- h) Training must be customized for PanSALB implementation

7.5 Specifications

7.5.1 The Electronic Case Management System must:

- a) Generate the case number once the case is registered.
- b) Categorise the nature of the complaint lodged.
- c) Reflects the name of the case handler.
- d) Reflects the entries or any action undertaken by the Case handler.
- e) Produce a weekly, monthly, quarterly annual report on request.
- f) Produce a weekly, monthly, quarterly or annual report on request per Province.
- g) Entries made should be deleted completely but can be amended and the original entries must still be available.

- h) Categorize whether the complaint is to be resolved by mediation, conciliation or negotiation.
- i) Specify and categories the complaint was referred to Equality Court.
- j) Generate the report specifying whether it was resolved by mediation, conciliation or negotiation or Equality Court.
- k) Categorize the national departments in respect of compliance with Use of Official languages Act.
- l) Categorize the provincial departments compliance with Use of official languages in terms of Provincial legislation.
- m) Capturing of the submissions of the national departments in respect of the Public Hearings.
- n) Generating the report on the findings of the public hearings.
- o) Generating a Register for linguistic human rights violations.