



## Non-Claims Procurement

The Hollard Life Assurance Company Limited & The Hollard Insurance Company Limited (“Hollard”)

REQUEST FOR INFORMATION (RFI 1725)

Learning Management System (LMS) | Learning Experience Platform (LXP) Solution

# SCOPE OF WORK/REQUIREMENTS DEFINITION

## 1. Introduction

The Hollard Life Assurance Company Limited & The Hollard Insurance Company Limited

Hollard is South Africa's largest privately-owned insurance group with a Pan-African footprint. We partner to enable better outcomes for customers and society.

## 2. Purpose of the RFI

Hollard is issuing this Request for Information (RFI) to assess commercially licensed Learning Management System (LMS) and Learning Experience Platform (LXP) solutions that can support a modern, scalable, and AI enabled digital learning ecosystem. Opensource platforms will not be considered.

As a geographically distributed organisation with both South African and international operations, Hollard requires a learning platform that can support a large and diverse learner population. The environment includes over 5,000 fulltime learners and more than 5,000 occasional or once off learners, operating across multiple business areas, branches, and office locations. The solution must deliver a future fit, consistent, secure, mobile first experience that can scale quickly during peak training cycles.

Hollard's current digital learning ecosystem includes several hundred courses, with a combination of recently developed learning assets and a significant volume of older legacy content requiring remediation or retirement. The selected platform must therefore support structured content migration, curriculum rebuilding, and historical data handling aligned to Hollard's governance and compliance needs.

Future ready capability is essential. Hollard is seeking platforms that offer advanced AI functionality, including adaptive learning, predictive insights, automated interventions, skills intelligence, and AI driven content generation. Readiness for immersive technologies such as VR and AR will be viewed favourably. Strong compliance automation, certification tracking, deadline management, and learning assignment workflows are also required.

The platform must integrate seamlessly within the Hollard's broader Human Capital ecosystem, support secure user synchronisation, and provide robust analytics for reporting and compliance. Certain integrations are essential while others are beneficial but not mandatory at this stage.

The purpose of this RFI is to validate market capability, close information gaps, and identify vendors who can support Hollard's immediate requirements and long-term digital learning

strategy. Responses will inform the shortlist for demonstrations and, if appropriate, a formal RFP process.

### 3. Company Information Requirements

Please outline:

- Company profile
- Ownership
- Structure
- Years in operation
- Core competencies
- Capacity and scalability
- Ownership,
- South African presence,
- Delivery capacity
- ≥2 successful implementations of comparable scope

### 4. Solution overview

Please outline:

- High-level description of the LMS/LXP
- Target market
- Deployment model (SaaS)
- Release cadence, and detailed product roadmap (12-24 months).
- Include how AI/VR/AR is supported now and planned.
- Mobile experience and off-line capabilities
- Multi-entity/brand support.

### 5. Solution functionality overview

Please outline:

- Learning journeys
- Curriculum
- CPD points and Certifications
- Assessments
- Social/peer learning,
- Reporting & analytics
- Manager dashboards

## 6. LMS | LXP Future (AI / VR / AR) Readiness

Please outline:

- AI-led search, and recommendations
- Generative AI features (e.g., auto-tagging, content and quiz generation) with admin controls
- Ability to integrate VR/AR learning assets (e.g., WebXR) and track completion

## 7. Accessibility & UX

Please outline:

- Responsive design across desktop and mobile

## 8. Security & Compliance

Please outline:

- POPIA compliance and privacy-by-design controls
- Single Sign On (SSO)
- Role-Based Access Control (RBAC) and audit logging

## 9. Non-Functional Requirements

Please outline:

- Performance
- Scalability
- Availability
- Disaster Recovery
- Accessibility

## 10. Implementation Approach & Typical Timelines

Please outline:

- Proposed implementation methodology with indicative timelines
- Estimated implementation timeframes
- Please indicate options for an accelerated path to go-live if required
- Deployment and onboarding support

## 11. Data Migration & History

Outline your recommended approach to content migration and learner data history.

Please address:

- Approach to around 50 compliance courses that are currently deployed.
- Approach to historical learner course completion data.

## 12. Support & Maintenance

Please outline:

- Describe support tiers
- Service level agreements (SLAs)
- Escalations
- Availability of South Africa-based teams or partners
- Post-deployment support model
- Service level expectations
- Scalability considerations

## 13. Integrations

Please indicate:

- HRIS integrations available (e.g. PaySpace) for user and org data
- Ability to build custom integrations
- Collaboration integrations (e.g. Microsoft Teams, Outlook Calendar invites)
- xAPI/SCORM compliance and support
- Content libraries and external providers via standards-based connectors
- Data export to enterprise BI (e.g. Power BI) and APIs for custom reporting
- Other integrations

## 14. Costing Information (Indicative)

Please provide indicative information:

Once-off costs:

- Indicative once off costing of a typical solution deployment, based on the outlined user numbers
- Custom development
- Integrations (e.g. SSO)
- Data Migration
- Other, please specify

Recurring costs:

- High-level pricing model: named/active user licensing
- High-level pricing model: once-off learners
- Support and maintenance cost
- Hosting, infrastructure and SAAS costs
- Other, please specify

## 12. Submission Instructions

- RFI response document, with any additional supporting information

- Compliance documents (B-BBEE (for South Africa entities), tax clearance, company registration, bank account letter)
- Submission method and closing date

RFI Submissions are due on **22 April 2026 @ 16:00**. Proposals must be submitted via Hollard's online RFX/P portal.

### 13. Key Dates

Milestone	Date
RFI issued	15 April 2026
Q&A close (For questions <a href="mailto:kudzais@hollard.co.za">kudzais@hollard.co.za</a> )	17 April 2026
RFI submission deadline	22 April 2026 @ 16:00 SAST